

**Charity Registration No. 1145196**

**Company Registration No. 07267880 (England and Wales)**

**AGE UK OLDHAM LIMITED  
(A COMPANY LIMITED BY GUARANTEE)**

**ANNUAL REPORT AND CONSOLIDATED FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2021**



**AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

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**AGE UK OLDHAM LIMITED  
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**TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)**

**FOR THE YEAR ENDED 31 MARCH 2021**

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Registered Charity No:	1145196
Company Registration No:	07267880
Head Office:	10 Church Lane Oldham OL1 3AN
Trustees / Directors:	Alexander Boyd (Chairman)  Zoe Ashton (Vice Chairman) Stuart Bailey (Treasurer) Jill Read Clint Elliott John Thomson
Chief Executive:	Yvonne Lee
Company Secretary:	James Richardson
Principal & Registered Office:	10 Church Lane Oldham OL1 3AN
Auditors:	Chadwick and Company Chartered Accountants Statutory Auditors Capital House 272 Manchester Road Droylsden Manchester M43 6PW
Solicitors:	North Ainley 34-36 Clegg Street Oldham OL1 1PS

**TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)**

**FOR THE YEAR ENDED 31 MARCH 2021**

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The directors present their report and financial statements for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Charities Act 2011 and the Statement of Recommended Practice (FRS 102), "Accounting and Reporting by Charities", issued 1 January 2016.

**Chairman's Report**

This last twelve months has not been an easy period for most Charities and regrettably we have seen many good causes face the trauma of closing their operations down, some on a temporary basis and sadly quite a few more permanently. The UK wide network of AGE UK operations have also suffered the impact and severity of the necessary pandemic lockdowns and we have seen AGE UKs across the country close with the loss of their services to their respective communities.

No part of our Borough has been unaffected by the upheaval that the Pandemic has wrought. The whole of Oldham has suffered directly, just like many other places.

At AGE UK Oldham it has been our wonderful, loyal hard-working staff and volunteers who have made all the difference. All have rallied round to maintain and, in some cases, increase the essential services that we have continued to provide to the over 55 age group across the Borough: even during the very difficult days of the prolonged lockdown periods.

Many vulnerable people were provided with food, comfort, and a friendly contact during these difficult periods. Without our fantastic staff and volunteers needy Oldham people may well have suffered extreme hardships.

Having your groceries delivered, ensuring essential repairs were carried out, receiving cooked meals, staffing our day care centres, making sure all donations were processed and all other activities; it is our fantastic people who have made the difference.

The Trustees wish to place on record our heartfelt gratitude to all our staff and volunteers not only for doing their day-to-day tasks with the added burden of increased pressure but for going the extra mile when it was needed. Thank you.

All that hard work has once again delivered a sound financial performance for our Charity. I am pleased to confirm that our commitment to re-invest into our communities remains in the forefront of what we plan for and wish to make happen in this next year or so.

From a sound financial base and with our staff and volunteers we can make good progress in the year ahead to ensure that the over 55 population of Oldham can rely on our services to make their day-to-day lives a little better.

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## Structure, Governance & Management

Age UK Oldham Limited is a company limited by guarantee and registered under the Companies Act 2006, registration number 07267880. Its activities are governed by its Memorandum and Articles of Association given at Companies House on 27 May 2010 as amended on 8 March 2011.

The company is a registered charity, charity number 1145196, registered on 21 December 2011 and works to improve the lives of older people within the metropolitan borough of Oldham. The company has been granted exemption from Corporation Tax as a charity in line with paragraph 1 of Schedule 6 of the Finance Act 2010.

The body responsible for the management of the charity is the board of directors which meets at least eight times a year. Each member is elected to serve for a period of three years, and consists of a chairman, treasurer and five other members. The chairman cannot serve more than two consecutive terms of three years.

## Directors

The directors in office during the period and at the date of this report are set out on page 1.

The board of directors has responsibility for the overall control and governance of the charity, and board members are expected to take an active role in the strategic direction of its work as well as share their skills and knowledge for the benefit of the organisation.

New directors are elected and serve for an initial period of three years.

Directors are currently recruited by advertising locally using role descriptions and person specifications. In addition, in their everyday roles in the community, board members network with local organisations and as vacancies arise are able to propose potential members who possess the relevant skills and experience to complement the existing group.

## Statement of Trustees' Responsibilities

The trustees (who are also directors of Age UK Oldham Limited for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group for that year.

In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;

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- State whether applicable UK Accounting Standards have been followed subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware, and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

### **Induction / Training**

Directors bring a diverse range of skills and expertise to the board in support of the organisation's objectives.

Induction for board members begins with a comprehensive accompanied full day visit to all Age UK Oldham's projects, day centres, luncheon clubs, trading outlets and head office; incorporating introductions and full discussions with staff and service users, to ensure a full understanding of the charity and its day to day operations.

An annual internal review is undertaken to define current skills and identify any areas for development and further training. Trustees are encouraged to participate in appropriate training courses, both locally and regionally.

All directors are issued with information regarding their roles and responsibilities (e.g. Charity commission publications CC3, CC8 & CC11 are provided).

### **Relationships with Related Parties**

The charity is currently a brand partner of Age UK and works with Age UK branches in Greater Manchester, the North West and within England to share good practice, formulate policy, and respond to government policies and changes in health & social care within the borough of Oldham.

Our chief executive takes part in Age UK regional meetings and national conferences, is an active member of the Age UK Greater Manchester Chief Officers collaborative and also a member of the

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**FOR THE YEAR ENDED 31 MARCH 2021**

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Age UK North West Regional Consortium where Brand Partner Chief Officers network, discuss and take the opportunity to influence future AUK developments.

Age UK Oldham staff are encouraged to take part in local and regional networking and development groups relevant to their area of service.

**Organisational Structure / Decision Making Process**

A board of management consisting of a chairman and six directors directs the general conduct of the charity's activities. In addition to the AGM the board meets at least six times throughout the year.

The board works with the chief executive who makes decisions on the day to day operation supported by a senior management team.

Regular reports on financial performance are submitted by the finance manager and considered by the board. These accounts are used by the directors for their monitoring of the charity's activities and to assist with decision making with respect to the charity's activities.

The chief executive is responsible for the operational management and administration of the charity with an average of 100 staff members and 330 volunteers. She makes decisions on the day to day operation supported by the senior management team whose roles and responsibilities are clearly defined by full job descriptions.

The administration and finance teams and project officers are based at our head office at 10 Church Lane, Oldham where our Information, Advice and support services are delivered. Unfortunately, due to the uneven cobbles on the lane and only partial disability access to the building itself (with no possibilities to improve the situation due to listed building restrictions) we need to carry out some interviews at our nearby retail premises.

Our day centres, shops, luncheon clubs, Men in Sheds outlets, community equipment shop and showroom, HandyVan/adaptations workshop and offices, community café and catering department are all dispersed at various locations throughout the borough with separate management teams covering these areas.

**Wider Network**

Many of our projects involve partnership working with other local organisations, the value of which is demonstrated in the outcomes of the diverse services that we offer to older people. Locally, Age UK Oldham works closely with representatives of the voluntary, statutory and private sectors.

The well-being of older people is at the heart of everything we strive to achieve and our chief executive is an active member of the Oldham Safeguarding Adults Executive Partnership Board (OSAB) whose aims are to safeguard and promote the welfare of adults at risk of abuse, injury or harm treat everyone with dignity and respect through multi-agency collaboration and co-ordination. She also co-chairs the OSAB Prevention sub-group whose members work together exploring lessons learned, positive engagement and prevention.

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She has a seat on the Oldham Dementia Partnership Board which works to improve the early identification of people with dementia and enhance the quality of care that patients with dementia and their carers receive. She represents the organisation on the Mental Health Strategic Partnership which works to improve the health and well-being of people in Oldham (aged 18-64 years) who suffer from a mental illness, gives her time and expertise to Pennine Care Foundation Trust's Charitable Fund Committee and Oldham United Charities Board and is a Trustee of West Pennine Citizens Advice where she also sits on the HR and Finance sub-group.

As members of Oldham's Voluntary Community & Social Enterprise Partnership Age UK Oldham are committed to working together to influence and be engaged in service planning and decision making processes that affect the communities of Oldham, striving for greater equality, understanding and respect between all partners and our Chief Executive meets with other local voluntary sector groups to explore and take forward VCFSE investment opportunities.

The local integrated care organization entitled, Oldham Cares brings together Oldham Council, NHS Oldham CCG, GP's and Health and Social Care providers and our CEO has a seat on the newly formed Providers Alliance which reports to the Oldham Cares Board.

As a board member of Healthwatch Oldham she contributes to their work as an independent "consumer champion" for health and social care in Oldham.

### **Risk Management**

A full risk analysis of the charity has been undertaken. The trustees can confirm that the major risks to which the charity is exposed have been reviewed, and systems established to mitigate those risks, areas requiring attention have been highlighted and time limits for action have been set. An assessment of the major financial risks, e.g. FCA compliance, Oldham Local Authority and Health contracts, trading operations, reduction in or loss of funded projects etc. has been carried out and is reviewed on an on-going basis with regular reports to the trustee board.

In addition:

- Two members of staff have achieved their certificate from the National Examination Board in Occupational Health and Safety, enabling us to comply with our legal obligation to appoint a competent person to advise on health and safety;
- A number of staff members have been successful in gaining the CIEH Risk Assessment Certificate;
- Health and Safety training relevant to their roles is undertaken by staff and volunteers and is regularly reviewed and updated;
- In all our buildings and premises where we carry out activities we have undertaken a full risk assessment which is monitored continually and remedial action taken as required;
- In line with current legislation Fire Risk assessments have been carried out at all of our premises;
- Risk assessments are also undertaken on our clients, staff and volunteers to allow them to participate within a safe environment;
- Disclosure and barring scheme checks are undertaken on staff and volunteers as appropriate;
- Where risks are insurable at an economic price such insurance is taken out



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**Objectives & Activities**

The constitution states that:

***'The objective of the organisation shall be to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the metropolitan district of Oldham.'***

Age UK Oldham manages a full range of services that benefit older people either directly or through generation of funds. Presently, services are funded from a variety of sources including contracts with the Local Authority and Oldham's Clinical Commissioning Group, Lottery funding and Age UK funding.

Capital is generated at present through our ten retail outlets, catering outlets and our at Events centre George Street Chapel.

The organisation aims to provide opportunities for the entire spectrum of older people in the local area. At its inception, traditional services were targeted towards more dependent older people but the charity has now expanded its role to include preventative projects aimed at a more diverse population including older people from ethnic minority communities.

In other areas, we continue to develop our portfolio of preventative services and social enterprise ventures in order to assist older people to live independently.

Across the Oldham Borough, the range of innovative projects we deliver seeks to 'fill the gaps' which statutory services may not provide, and offer choice to both frail older people and the more active, whilst our Information Advice and Support and Dementia Information services and Carers assessments give older people the vital assistance they need to access benefits and services and retain their independence. In addition, our varied portfolio of low-level services which includes Luncheon Clubs, HandyVan Services, Minor Adaptations, Safe at Home and Shopping Service, Community Café, Leisure Outlets, Falls Exercise scheme, Supporting people to choose Care options, Promoting Independence using holistic assessments and support to live their lives with confidence whilst compilation of Life Story books for Care Home residents etc. serves to maintain their health and well-being and enhance their quality of life.

Additions to our portfolio include "Men in Sheds" funded by the Local Authority until 31<sup>st</sup> March 2021, "Promoting Independent People" a social prescribing initiative contracted by Pennine Care Foundation NHS Trust whilst one off grants contributed to introducing digital technology skills to older people.

**Full details of all of our services during the year are appended as follows:**

**AMBITION FOR AGEING**

**Funding amount and source:**

£27,968

National Lottery Community Fund

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**Service Objective:**

To support age-friendly work in Oldham as a legacy of the Ambition for Ageing project.

**Short description of service:**

Involved in follow-up work from Ambition for Ageing, working with GMCVO and wider partners. Continued support and information for local groups during the pandemic.

Engaging with opportunities from GMCVO as Oldham's key contact. Distributing information, contributing to research.

Providing expertise from our experience as Oldham's local delivery lead.

**Activity / improvements in last 12 months:**

Providing expertise to panels, events, online recordings about co-production, co-ordinating micro-funding.

Co-ordinating volunteer involvement from Oldham for online events, workshops, panels and recordings.

We have distributed information and provided feedback about the small projects funded by Ambition for Ageing Oldham.

We have carried out welfare calls to the groups we continue to support and shared opportunities, e.g. offering allocations of creative care kits to traditionally underrepresented groups that we have supported through the project.

Involvement in the follow-up work to the Age-friendly communities awards co-ordinated through GMCVO and the Greater Manchester Mayor and the Ageing in Place work taking place in Oldham.

**Risks/Threats:**

Lack of resources to ensure we can continue beyond the lifetime of the Greater Manchester Ambition for Ageing project.

Lottery funding bid came to a halt due to the pandemic and we have been advised to restart the process taking into account the effects of the pandemic on older people.

**BEFRIENDING**

**Short description of service:**

At the start of the pandemic we knew quickly that supporting older people, especially those without family would be a massive task.

We quickly adapted our Befriending service to focus on Daily calls – checking the welfare of those people who had no one else to help.

The number of people needing our support was huge and grew day by day. With a massive recruitment of new volunteers we set up the biggest service calling over 200 people every single day. Our befriending call service was the only service available in Oldham that dealt solely with the isolation and loneliness of lockdown and was a lifeline.

During the daily calls we picked up lots of problems that we needed to help people with from emergency shopping, medication collection and others.

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One of our callers and emergency shoppers Sam Goodwin, has been chosen by Prima Magazine to feature in their Christmas Edition this year which celebrates women who work tirelessly to help others through charity work. So along with a glamorous makeover Sam will also highlight her volunteering here at AUKO and she has a double page spread with lots of pictures, new clothes, hair nails and makeup done professionally she is super excited.

The call service continues, not daily in a majority of cases but now weekly with some people meeting face to face with the person they have spoken to for the last months.

**Relevant figures:**

Befrienders 73

**Risks/Threats:**

Unable to recruit sufficient number of volunteers to support ongoing services and prevent future development

**CARE HOME REVIEWS**

**Funding Source: Oldham Cares**

OMBC £89,000 per annum.

Staffing levels 1.49 FTE plus 0.49 Manager

**Service Objective:**

To carry out individual annual statutory care home reviews for people living in residential care including those people who receive dementia and mental health premiums. The service's main priority is to ensure the appropriate level of care is being provided by care homes for individual residents assessed needs.

This includes checking that each resident's care & support plan and risk assessments are up to date and operationally correct to meet the individual resident's assessed needs. The review process includes checking resident's weight, personal care, skin integrity, emotional well-being, DNARs in place and advanced care planning, stimulation on offer, finances in place, podiatrist, optician, district nurse input, dietician, MUST, BMI and audiology input, falls / incidents and mobility, Waterlow scores and that all preventative equipment and professionals referrals are in place where necessary.

The service carries out Capacity Assessments for all residents who do not have a Lasting Power of Attorney Deputy in place and where necessary, completes a Best Interest Decision regarding the completion of NHS Continuing Health Care Funding for individual residents.

The service completes the NHS Continuing Health Care Checklist during each review as part of the process. Where necessary the officers provide additional written evidence when checklists are positive and going forward for further assessment by CCG to the Decision Support Tool Level -

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usually known as the DST. The service supports CCG at the DST assessment by attending and taking part on the resident's behalf.

The service continued to support Oldham Cares (OMBC / CCG) with safeguarding issues raised in the care homes. Attending and take part in individual case conferences, where concerns have been raised for individual residents and where necessary may carry out specific number of reviews in care settings where the safeguarding issue has affected more than one resident.

**Description of Service:**

The service carries out individual scheduled statutory care and support reviews and completes the NHS Continuing Health Care Screenings for adults and older people living in care homes in the borough of Oldham and surrounding Association of Greater Manchester Authorities (AGMA), in addition to this we undertake a number of unscheduled safeguarding reviews and protection plans for those service users where concerns have been reported to Oldham Adult Services.

The team continues to work well with the local care management teams regarding placements in care homes, and where contracts have been suspended due to poor practice. We have provided assistance along with our colleagues from the Care Quality Commission, OMBC Procurement and Safeguarding to support the care home to address and rectify issues where possible and offer training in specific areas.

**Activity in the last 12 months**

The onset of the Covid Pandemic meant that our visits to Care Homes to carry out reviews were suspended from April 2021 and recommenced in mid-July albeit being completed remotely and digitally via 'Teams' or by telephone with care home managers and only where possible included the resident and their families. Care plans / risk assessments and associated paperwork which needed to be checked was emailed, scanned to us or checked in care home 'designated safe places'.

This method of reviewing was not ideal – our usual practice of going in to visit the person, seeing how the home is operating / meeting with staff and family provides such an all-round holistic picture. However, we tried to temporarily adapt the service to meet current climate and to continue with care reviews the best way we could. This method is not as time efficient as our usual practice as we are usually able to read the resident care plan / records in the care home as well as meeting the resident / family and staff all in one session. The current method we have had to adapt can take more time to gather all the relevant details and in most cases we were unable to communicate with the residents themselves – which is really difficult.

We introduced weekly Covid testing for all review staff.

We had all relevant PPE in place.

We completed individual staff risk assessments.

We worked with Senior Oldham Care Leads to draw up a risk / pathway for essential care home visits which would be linked to safeguarding / issues.

In addition to recommencing the care home review in July we made contact with 177 resident's families who were in the work flow for reviews to be completed from mid-March - July when we had to suspend annual reviews. Well-being calls were made to reassure family, initiate communication

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with the care homes or to assist family members who were shielding themselves. 50 of those calls were made in June and early July.

**Relevant figures:**

The service completed scheduled annual reviews 324.

The service completed well-being checks with residents / families / care homes. 227

In March 2021 due to 1 staff resignation and 1 retirement the difficult decision was made to return the contract to the Local Authority. As the contract was due for renewal in April 2021 it was not possible to go out to recruitment and offer a sufficiently attractive length of employment contract.

**CHADDERTON OVER 60s CENTRE**

**Funding Source:** Age UK Oldham / income from room hire

**Service Objective:**

Chadderton over 60s centre is home to a variety of Age UK Oldham led activities: IT Classes, Just4Men, Craft group, Friendship Group, Lunch Club, OLGBT group & Befriending & interactors Support meetings.

**Description of Service:**

Chadderton over 60's is a self-contained building providing a range of activities for older people.

To ensure sufficient costs are met to run the building we let out room space to other organisations and groups for a hire fee.

**Activity / improvements in last 12 months:**

Since covid lockdowns we have slowly started to bring groups back to the centre. Currently we have opened the following Age UK Oldham sessions Craft Group, Just4 Men, Computer classes, Intergenerational volunteer meetings, lunch club and friendship club.

The following groups have failed to return to the centre : weight watchers, budgie club and martial arts.

Thankfully the following groups have returned Ballestra Dance, Zumba, Sunday church group

New groups hired the centre Falls Prevention 1 session per week and Sewing Classes – 3 sessions each week

As we have fantastic outdoor space we hope to commence a gardening club ready for next year along with Friday community market and occasional Car boot sales too.

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**Risks/Threats:**

Loss of groups = Loss of revenue

We have limited capacity at Chadderton for space or group hire due to the groups already using the building. Should those groups leave then we are confident new organisations or groups would take their place.

The centre is a polling station and is also hired out for parties

**CHARITY SHOPS**

**Funding amount and source:**

To raise funds for the charity we started the year operating ten charity shops. During the year 2020/21, due to financial constraints, we closed Uppermill Globe and Hollins Road shops during the first covid lockdown

We sell donated goods at Lees, Failsworth (2), Shaw, Uppermill, Oldham Town Centre £1 shop, Huddersfield Road and Boutique.

Due to Covid 19, and the onset of lockdowns, we had a staggered re-opening of the shops starting tentatively middle of June. Closed again after the first week in November. With all shops re-opening in December, only to be closed again at the end of that month, and not opening again until April 2021.

Our shops generate income providing low priced household goods, clothing, and furniture to the local community.

The shop sales (excluding gift aid) during 2020/21 was £171,805

We also raised funds by selling on our eBay shop, raising £8,599

Recycling of rags £7,209

Gift aid. £16,706

We also received government funding for our retail shops totalling £210,184.40

Staff were furloughed for between 5 months and 11 months, dependent on their shop opening dates.

**Service Objective:**

We have 8 retail outlets which are currently overseen by a retail manager, with the assistance of a retail operations manager. We now have a team of 17 shop managers (full time, part time, and peripatetic), a team of drivers and a staff rota of over 103 volunteers across all sites.

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We are in the process of expanding our Boutique shop to incorporate a furniture department.

We aim to provide a welcoming, safe environment for staff, volunteers, and customers.

**Short description of service:**

Eight retail shops selling a wide variety of donated goods whilst acting as a link in the community to our local services. Researching and valuing items which have been donated and then to sell on eBay. We aim to promote Gift Aid in store, informing our customers how much of a difference it makes for the charity.

**Activity / improvements in last 12 months:**

We utilised a large part of our Barn St site during lockdown and continue to do so still. During lockdown we overcame the many issues around quarantining donated goods for 72 hours by storing and sorting goods at Barn Street. After a slow start, donations continue to pour into our local shops negating the expense of "bag drops". We also transfer goods between shop sites, actively using a group WhatsApp service, to provide each shop with their best-selling goods.

Cybertill continues to help us gain a substantial profit from Gift Aid and helps us to analyse our takings with ease, identifying key areas for us to focus our efforts.

During lockdown all shops had to be made safe, socially distanced environments for customers, volunteers and staff. They were all turned into shops with one-way systems around them, with till areas all moved to nearer the exits. Some of our shop managers even decided to paint and decorate their shops, taking advantage of the forced closures. Some managers also helped at Barn Street, sorting through donations which were still being dropped at closed shops and others helped with the very quickly set up Go Local shopping service. All together they pulled together like the great team we know they are.

**Relevant figures (should comply with funder's reporting requirements):**

Shops £171,805 + rags £7,209

eBay £8,599

Gift Aid £16,706

**Risks/Threats:**

We have faced staffing issues since not all volunteers have returned. We face a high turnover of volunteers who continually need training, inducting and managing. Whilst we endeavour to make every effort for new volunteers to join our team, we still face weekly issues surrounding staffing levels at all our sites.

Covid is still playing a large part of our day-to-day roles. The risk of a further lockdown and the monitoring of all shops still trying to adhere to safe environments for both staff, volunteers and customers to feel safe and comfortable.

Even more customers are now shopping online and the increase of cheaper competitors on the high street mean that our prices and stock quality need to be more competitive than ever.

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## CHOOSING THE RIGHT CARE

### Funding Source: Oldham Cares

OMBC contract current funding received £30,000 per annum

### Service Objective:

To provide an opportunity for older people, their families and carers to have access to a wide range of independent information, support and practical assistance regarding care and support options available.

Helping older people to continuing living independently, whenever this is an option, is a priority, and when this is not possible provide them with all the options / information to help them make an informed choice. This includes ensuring that they are fully aware of all the care and support details of each care home / setting and the financial implications of living in a care setting either on a temporary or permanent basis.

### Description of Service:

The service helps older people and their carers to understand the care system by providing a range of advice, one to one support and written guides including government guidelines about funding their legal rights and responsibilities, local services, costs and process in place and how to access services.

Our staff keep up to date with changing government directives and the changes within social care systems to ensure that we are prepared and able to respond to our service users' needs appropriately and that all the information is timely and accurate.

The staff's experience and knowledge enables Age UK Oldham to provide good quality, timely information which is imperative to empowering older people to make the right choices for themselves and for protecting the most vulnerable members of society who are unable to make those choices by working alongside them. Offering practical and emotional support makes this service unique in Oldham and underpins and promotes the value of choice in later life. The service works alongside social workers in the teams across Oldham and receives referrals for those clients and / or their families who are in need of one to one support and practical help either at a time of crisis or to make important changes in their life.

In addition to one to one support we facilitate a drop-in service for family members or more active service users who can visit our office. Choosing the Right Care is widely used and respected by professional staff and service users alike.

Over the years, funding for this service has been reduced, although demand for the service has remained high. In order to continue to deliver the same high quality of service we have had to be creative with our resources and introduced measures to focus our practical one to one support for our most vulnerable client group i.e. those without effective family or carers. We are using other methods of communication including web based and written guidance, telephone consultations whenever possible for family members and carers who are able to self-navigate the system with minimal support from our staff.



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The scope of the project has been much broader over the past years responding to the changing social care climate. The introduction of personalisation and prevention directives has been instrumental in changing the dynamics of the service which now offers a more holistic approach to care, assessments and the processes involved whether moving into a care home or continuing to live independently in the community.

Directives from Oldham Cares regarding people moving into care homes directly from hospital has had an impact on the number of people we have supported to view care homes prior to making their decision. Those people in hospital are now being admitted to care homes on a temporary basis in the first instance, often in the private sector as local authority provision is overstretched and is now only providing enablement placements

The service is responsible for providing web based data to social services teams and managers and in the past had developed the bed vacancy list for care homes on a daily basis which included types of rooms available, local authority costs, private costs, third party top up fees etc. The local authority has now chosen to adopt the Capacity Tracker System which is a GM initiative and a system whereby care homes themselves are given passwords to enter their own bed vacancies on a daily basis.

Our service fits well into the local authority's social care strategy and is active in promoting and maximising the income levels of older people and their carers to enable them to tap into the lower level of preventative care and support services if not Care Act eligible.

We have continued to provide assistance with the GM led Capacity Tracker introduction into Oldham local authority

The onset of the pandemic prevented our carrying out face to face visits within the hospital and suspend our drop in facilities both in the Hospital discharge lounge and at our Head office/

**Activity / improvements in last 12 months:**

Telephone contacts/advice provided with clients /services:	3,988
Unique clients:	720
Information packs issued / written guides including factsheets etc.:	2,130
Website hits to service site:	4,180

**Risks/Threats:**

- Changes in social and health care directives.
- Pandemic began in March 2020 – Discharge Ward / Care Home Visits / home visits /drop in service had to be moved to digital contact only which has limitations in the support older people require.
- Still high demand for service – on occasions difficult to manage with one worker.

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**DAY CARE SERVICES**

**Funding amount and source:**

**2020/21:** funding source OMBC on a contractual basis 428,578

**Service Objective:**

The aim of the service is to for older people to remain in their own homes, providing a safe environment for people living with dementia. Day Care provides respite for families and carers

Age UK Oldham is committed to developing services and works closely with Adult and Community Services. We continue to work with a large number of clients (over 80%) who are suffering with cognitive impairment. We have worked towards ensuring that both our day centres have a dementia friendly environment, reviewed all of our working processes and purchased new activity material which enables us to deliver a tailored service to clients living with dementia.

The 3 year contract came to an end in JUNE 2021 discussions taken place to extend the contract until JUNE 2022. The tender for this contract will go out in December 2021

**Short description of service:**

The contract provides 157 places per week at two locations. Selina House in Oldham Town Centre and Bluebells in Moorside. Overall provision of 8,164 places

The criterion remains unaltered. To identify physically frail, mentally impaired and vulnerable people who require support to retain independence, their needs being assessed as substantial and critical and is funded by social services on a contractual basis.

We presently employ 10 staff working across both sites.

**Activity / improvements in last 12 months:**

In March 2020 day care services closed due to Covid 19 and did not re-open until September 2020. During this time staff completed welfare checks daily on clients and their families and supported them both practically and emotionally.. Staff were redeployed into emergency services set up by the Organisation during the pandemic.

With strident Risk Assessments and full support of the L/A we reopened day care in September 2020 with reduced capacity, clients and staff worked in bubbles working hard to provide a meaningful service and keeping safe.

Plans are in place in the future to purchase a bungalow and relocate the service from Selina House..

Due to the pandemic and closure of the service day care during the period of September 2020 - March 2021 Day Care operated at 50% Capacity

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**DEMENTIA INFORMATION & SUPPORT SERVICE**

**Funding Source:** Clinical Commissioning Group / Oldham Cares.

OMBC / CCG: £23,223 per annum

**Service Objective:**

- To provide a wide range of dementia related information & emotional support for people who have a formal diagnosis of dementia and also to offer the service to those people who choose not to engage with other statutory services but have a memory problem and will engage with our team for support and assistance.
- To provide and update the Dementia Information & Support Website.
- To produce the Living Well with Dementia Guide – a detailed information guide with all the relevant dementia services and support in Oldham.
- To provide dementia related information in assessable formats including audio versions and large print.
- To link, where possible, people with dementia and their carers to other ongoing support within the borough.
- To take part in post diagnostic groups and work alongside the CCG Memory Clinic practitioners to support patients / carers following clinical input.

**Description of Service:**

AUKO Dementia Information & Support Service works in partnership with Pennine Care NHS Foundation Trust and Oldham Council as part of The Oldham Memory Service model.

Finding out that you or someone you care for has memory problems or has been diagnosed with dementia can be a very anxious time. At this time, people may be in need of additional emotional support and reassurance. The Age UK Oldham Dementia Information & Support Service supports the clinical team from the NHS Oldham Memory Clinic to provide that additional information, emotional support, access to appropriate services, where necessary. Once people have received their formal diagnosis the clinical input may cease but they have many unanswered questions and ongoing worries they need to address. This is where the AUKO service is a really valuable resource for those people who need additional support during this distressing period. For those people who do not wish to receive a formal diagnosis the service provides the same input and support.

Access to the service can be by self-referral for those people who have not got a formal diagnosis, via telephone, a pre-arranged appointment, a referral from GPs, Memory Practitioners and other professionals.

Both home / hospital visits or drop in at our information centre for up to date guidance and one to one support were offered prior to the pandemic. The bulk of our contact during covid restrictions were digitally or via telephone.

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With a rising number of people being diagnosed with dementia there is an increase in demand for information and support to access appropriate services, maximise income and find out about sources of support locally and nationally.

The service continues to work with other organisations to raise the awareness and the understanding of dementia in the community and break down the barriers and fear associated with this illness. We have, this year, been working closely with our partners across the borough, particularly, the Oldham Dementia Partnership Board, where we have representation on the Dementia Partnership Steering Group and other staff members that are active with discussion and dementia forum groups in Oldham which feed into the local Dementia Strategy.

The service has continued to work collaboratively to influence service improvements and to share experiences for improving the care and support for people with dementia and their carers.

The service continues to work integrally with the Choosing the Right Care / Money & Benefits and General Advice team and other Age UK Oldham services to provide a holistic and seamless approach to care and support for both the person with dementia and their carer. We are also working more closely with AUKO PIP service and the Oldham Social Prescribing Service.

Responsibility for the production and ongoing management of Oldham's Key Services for People with Dementia continues to be managed by our team. We have carried out evaluations regarding the existing profile of this guide and all the feedback has given the opportunity this year for the future development of the guide to be more 'service user friendly' handbook. Alongside this we have developed a set of information sheets on relevant subjects within the guide, where people can just have access to the section of the guide they have a specific interest or need for at a particular time. This will cut down the amount of paperwork people with dementia may need to look through to get to the information they are really needing at that time. The new version was launched in September 2019. This handbook is a guide which navigates people through caring for someone with dementia, getting a referral to the Memory Clinic, talking to family and friends about the diagnosis and joining a carers group / linking with peer support, helps them find out about benefits and entitlements, getting out and about, keeping active, legal procedures, planning for the future e.g. Lasting Power of Attorney, Life book etc. and local and national organisations which could offer support. The draft version of the handbook has been well received by other members of the Dementia Partnership. Last year we developed the audio version of the existing in line with NHS Accessible Information guidelines in both English and Urdu. We hope that the new format will be easy for people to use and more cost effective to produce.

We continue to build our library of informative books aimed at various ages to explain memory loss and the effect on the individual and their family.

Prior to lockdown, we had been involved in GP engagement participation days as part of the wider Enhanced Memory Service Agenda which have been aimed at GPs gaining a better understanding of what the voluntary sector is contributing towards achieving the Dementia Strategy in Oldham. This has been one of the ways in which our service has been able to forge closer links with GPs by giving them a support and information service in this particular area whilst patients are awaiting clinic / test appointments.

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Referrals to the service: self, social worker, memory clinic, word of mouth, known to other services. Limited funding for this service has budgetary restrictions for purchasing publications required and the Clinical Commissioning Group have stepped in to provide financial support to purchase a range of resources from Stirling University. The service is currently delivered by the Specialist Dementia Carers Assessment Co-ordinator who is supported by the Care & Support Services Manager for development of the service and the Triage Officer on a day to day basis. Each have longstanding experience of working with dementia and have been trained to a high level in advocacy, community care, legal issues and who have good local knowledge of local services.

The Memory Clinic practitioners continue to have a good working relationship the service.

**Activity / improvements in last 12 months:**

- Continued contact with cluster teams despite cluster staff working remotely.
- Fully integrated with the Memory Service Practitioners – shared referral form / care plans now in place. Provides better information and able to specify timescales and urgency of referrals.
- Loss of experienced staff member from the organisation. However, she has been successfully replaced by an experienced member of the PIP service which ensured a smooth handover and continuing of service. To date the transition has been successful. Continued good working relations have been maintained with all key stakeholders.
- Regular contact with at Springboard and the Saddleworth Carers Groups has been maintained despite covid restrictions. Attendance at groups likely in the near future as groups are now beginning to meet face-to face.

**Relevant figures:**

Activity achieved April 2020 – March 2021

Unique clients receiving telephone or face to face advice & support:	768
Total number of times telephone / face to face advice provided:	1,385
Connecting people to other dementia ongoing support services:	768
Total number of website views AUKO only:	1,385
Evaluations carried out with service users:	80

- 100% of people reported improved awareness of services as a result of consulting with our team.
- 100 % of people who used our service reported decreased anxiety.
- 75% of people using our service were connected to other services which could be of mutual long term benefit and support them to continue to live well with dementia.
- 100% of service users reported that they would be likely or extremely likely to recommend our service to others.

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**Risks/Threats:**

- Loss of contract.
- Drop-in service at Church Lane has stopped due to the pandemic.
- Demand can overstretch capacity on occasions.

**SPECIALIST DEMENTIA CARERS ASSESSMENT**

**Funding Source:** Oldham Clinical Commissioning Group / Oldham Cares.  
Oldham CCG £38,514 per annum

**Service Objective:**

To ensure that all unpaid carers of people with dementia or who have a memory loss have access and know their entitlement to a statutory specific Carers Assessment in their own right, whether or not the person they care for is receiving services from Oldham Cares (the new name for OMBC Adult Care) or if they have received a formal diagnosis.

- To carry out the Carers Assessment and to develop an individual support plan for the carer.
- Where applicable make an application for a Carers Individual Annual Budget payment.
- To support the carer emotionally and provide practical support as required including referring people to longer term support within the borough of Oldham.
- Helping people with dementia plan for the future and make informed choices, where possible.
- To work as an integral part of the Oldham Memory Service supporting the clinical practitioners.

**Description of Service:**

The service is available to all unpaid carers of people with dementia or who have a memory problem. Carers have access and are made aware of their own entitlement to a statutory specific Carers Assessment in their own right, whether or not the person they care for is receiving services from Oldham Cares (the new name for OMBC Adult Care) or if they have received a formal diagnosis.

A Carers Assessment is to ensure that the carer is looking after their own well-being and includes all the aspects of their day to day life and the issues which have arisen from their unpaid carers' role, including any emotional, psychological and social needs and how they are continuing to manage their day to day living tasks.

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Our staff carry out the statutory assessment and where possible, identify any interventions and develop a support plan to address any specific needs which are highlighted.

As noted above, part of the carers needs assessment, is to develop a full support plan for the individual carer and to assess their eligibility, where appropriate, for an Annual Carer's Individual Budget (in line with statutory guidelines and protocols). For all those carers who meet the eligibility a completed application is submitted via Mosaic (Oldham Cares Health & Social Care database) to the local authority along with the proposed support plan for allocation of the appropriate budget level. This is then paid out to the individual carers by Oldham Cares. All carers are entitled to a reassessment of their needs annually. The service we manage now has the capacity to undertake both the initial assessment and the annual review of the carers needs.

In addition, the Service also provides one to one support for unpaid carers to help them to continue to engage with community, access peer support groups, attend post diagnostic groups, assist them to engage sitting services or any domiciliary support / care services they may require.

The service will also carry out initial overview benefit checks to ensure that they are claiming all their entitlements, and, if applicable, refer them on to our Information & Advice Service for benefit form completion for specific benefits.

As part of the wider Oldham Memory Service model we work alongside our partners to develop awareness, offer training and support peer / post diagnostic groups / GP training days and contribute to the annual Dementia Conference and the Dementia Strategy.

Referrals to the service via Pennine Care Foundation Trust, Oldham Memory Clinic, OMBC Adult Care Services, Hospital Social Work Team, Royal Oldham Discharge Co-ordinators, Community District Nursing Team, GPs, Hospital Consultants, Other Age UK Oldham Services, PIP Workers, Rehabilitation Care Units, Family or Self referrals.

**Activity / improvements in last 12 months:**

- Continued contact with cluster teams despite cluster staff working remotely.
- Fully integrated with the Memory Service Practitioners – shared referral form / care plans now in place. Provides better information and able to specify timescales and urgency of referrals.
- Loss of experienced staff member from the organisation. However, she has been successfully replaced by an experienced member of the PIP service which ensured a smooth handover and continuing of service. To date the transition has been successful. Continued good working relations have been maintained with all key stakeholders.
- Regular contact with at Springboard and the Saddleworth Carers Groups has been maintained despite covid restrictions. Attendance at groups likely in the near future as groups are now beginning to meet face-to face.

**Relevant figures:**

Total number of Carers Assessments / Carers Reviews undertaken:	343
Number of carers support plans generated by the service:	343
Number of individual budgets applied for by the service:	343

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All Carers Individual Budgets we applied for were granted by Oldham Cares and were commended for the creativity and innovation of using a mix of paid and unpaid resources available to carers whilst still providing exceptional ongoing support for both carers and people with dementia.

Number of talks given to peer support groups by the service: 2 (due to covid restrictions)

**Risks/Threats:**

- Loss of contract.
- Drop-in service at Church Lane has stopped due to the pandemic.
- Demand can overstretch capacity on occasions.
- Covid restrictions had an impact on home visits / drop in visits and carers regular groups we attended. Most assessments and contacts were carried out remotely. Homevisits have started to recommence where necessary.

**LUNCH CLUBS**

**Funding amount and source:**

Local Authority contract £122,569 supplemented by Age UK Oldham:

**Service Objective:**

The aim of our Lunch Club service is to combat social isolation by providing the opportunity for older people to meet and make new friends and join in a variety of activities, whilst also providing a healthy, home-cooked 3 course meal.

**Short description of service:**

Enhanced Lunch Club Service - Provision of 266 places per week between 9 venues across Oldham Borough.

The luncheon service remains an important part of the Preventative agenda. With additional funding awarded within the contract for April 2019, the Lunch Club service model encompasses staffing levels to enable us to provide additional levels of support to clients to which enables them to access and remain within the service if their physical or mental health declines.

We provide a home cooked three course lunch and the opportunity to partake in a varied schedule of social activities. We collate regular current information with regards to availability within the community and our opportunities for services / support / other leisure outlets. We maintain client's records within this service monitoring health deterioration. As part of this service, we signpost and refer clients to other appropriate services that may benefit the client.

**Activity / improvements in last 12 months:**

All lunch clubs closed in March 2020 due to the ongoing coronavirus pandemic. They remained closed throughout the whole financial year of 20/21. Due the closure of lunch clubs and the continued funding for lunch club services we felt there was a need to provide meals to the most vulnerable people, so on the 1st of April 2020 we set up our freshly cooked frozen meal service.



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Fresh Meals are cooked in our kitchen, then frozen down and delivered direct to people's doors, as a 7-day meal pack. Referrals come through themselves, family, friends, carers, Age UK Oldham staff and outside agencies. This service was greatly received and greatly needed by the people who received them. In the first month of setting, it up we sent out 280 meal packs. And throughout the whole of the 12 months these numbers have grown and as of end of March 2021 we had sent out 4100 meal packs, which is approximately 29,000 individual meals

As lunch clubs were closed, staff were called upon to do welfare phone calls to all lunch club attendees. This was done on a weekly basis and was a welcome distraction for people who were often very lonely, isolated, and scared with the covid pandemic. Staff assisted them to access food shopping befrienders if needed and highlighted any issues they may be struggling with. Lunch club staff were also redeployed to other emergency services set up in light of the covid pandemic.

At the end of March 2021 all lunch clubs are still closed and have been for 12 months now.

Going forward for the next 12 months, as soon as government covid restrictions are lifted, we plan to reopen all lunch clubs as safely as we possibly can, we will reduce number, keep social distancing in place and follow all government guidelines on the safe reopening of social groups.

**Relevant figures**

Throughout 20/21 lunch club provisions were set at 13,832 places per annum.

Due to the ongoing coronavirus pandemic all lunch clubs were closed but 29,000 meals were prepared, cooked, chilled/frozen and delivered to older people in their own homes.

**Risks/Threats:**

Re-funding

**EON PROJECT**

**Funding amount and source:**

Funding Source – Age UK Oldham in Partnership with EON  
£10k expected

Received £3,330 due to COVID-19 19 restrictions

However total funding from extra assessments paid in from previous year £5,883

Total funding £9,213

**Service Objective:**

Living in a cold home can have serious health implications, particularly for the old, very young and for people with a disability; it can even be a factor in premature death. Around 40% of excess winter deaths are a result of circulatory diseases (including heart attacks and strokes) and around a third of excess winter deaths are due to respiratory illness. In addition to causing additional deaths, there are many illnesses which are made worse by cold temperatures; this puts a strain on local general

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practices, hospitals and other health services. With this funding we have been able to make some inroads to tackle fuel poverty and improve wellbeing as providing free energy efficient equipment has enabled older people to reduce their fuel bills and regulate their heating. We offer information and practical advice on how to save money on heating during the winter months, also offering benefits checks through Information & Advice, and to housebound people, home benefits visits. Referrals have been from a range of health and social care professionals along with self-referral.

COVID-19 19 had some implications on delivery - we managed to complete most of our targets, but due to lock down some assessments had to be made over the phone and equipment was either left with the client or fitted when it was safe to do so. This reduced the funding slightly.

**Short description of service:**

Warm Home Discount Scheme	-6
Council Warm Homes for new boiler	-5
Numbers of people referred to Age UK Oldham's other services:	38
Information leaflets	63
Emergency Heating	20
Referral to Handyman for heating repairs	15
Free equipment supplied by E-on and fitted in homes amounted to	£2,250

**Activity / improvements in last 12 months:**

Relevant figures (should comply with funder's reporting requirements):

Full energy checks conducted in the home 19 = 1,350 only 12%

Partial checks 44 = 1,980 only 91%

Total 3,300

**Risks/Threats:**

Funding has to be applied for each year from Age UK England

**FALLS PREVENTION SERVICE**

**Funding amount and source:**

Oldham Clinical Commissioning Group

£85,552

**Service Objective:**

Age UK Oldham is part of the Oldham Integrated Falls Prevention Pathway. This is a partnership of providers working together to deliver care in line with NICE and other relevant guidelines.

The aim is to:

- Ensure the earlier identification of people at high risk of falls and /or further falls

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- Increase the number of people at high risk of falling or those who have fallen to receive a multidisciplinary multi-factorial falls assessment and preventative steps to prevent further falls
- Increase the numbers of people who have fallen, or are at high risk of falls, to remain confident and continue to live independently and without becoming socially isolated

**Short description of service:**

As part of the falls pathway Age UK Oldham work in partnership with Oldham Community Leisure to provide a tailored, evidence based exercise programme. Each client is offered a weekly one-hour group supervised exercise session for a period up to 9 months. This is designed to assist those who have experienced falls or are at risk of falling.

**Aim** - The aim of the programme is to prevent falls by improving the gait, balance, co-ordination, muscular strength, flexibility and confidence of those who have had a recent fall or been identified as being at high risk of having a fall.

**Process** - Physiotherapists complete a multifactorial assessment with all clients, commence them on OTAGO exercises at home and then refer appropriate people to our weekly falls exercise prevention classes.

**Transport** - Door to door accessible transport is offered and arranged and provided to bring the clients to the group sessions. A range of transport options are utilised including Ring and Ride, Age UK Oldham transport, approved taxis and Volunteer drivers. There is no charge for the first 8 weeks for the transport. The classes are free.

**Evaluation** - The progress of each individual is monitored against the initial tests completed by physiotherapists.

**Reporting** - The comprehensive report is completed quarterly for the Council and CCG with an annual case study also compiled. Prior to the pandemic we held 10 classes per week at 8 different locations throughout Oldham. During the pandemic we held 4 zoom classes per week, 3 radio sessions per week and trialed conference call exercise sessions.

**Falls Awareness**

In addition to our classes we hold falls prevention awareness activities each year. This year we focused on this during October as part of our work to highlight International Older People's Day. A complete package for Falls Prevention Awareness was produced with Exercise booklets and material in different formats. Contacts were made with 5 retirement housing schemes. There were 10 full packs distributed to the sheltered schemes for the staff and managers. There were a further 12 packs tailored specifically for each individual.

**Relevant figures (should comply with funder's reporting requirements):**

As the face-to-face classes couldn't take place during the pandemic we have been reporting on what we have delivered which was different to our usual targets.

- 191 people were on our contact list as participants or on our waiting list.
- 3,094 welfare calls were made.

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- 122 zoom sessions took place.
- 1,442 zoom attendances.
- 105 radio sessions were broadcast.
- 50 conference call exercise sessions took place.
- 771 activity exercise booklets and newsletters were delivered.
- 269 pieces of equipment were delivered.
- 2 referrals were received.
- 44 re-referrals were made to the Community Physiotherapy Team.
- 38 referrals were made to other professionals, e.g. Occupation Therapy, sensory team, etc.
- 181 falls were recorded, with 79 people falling and 31 people having 1 fall.

**Risks/Threats:**

Our volunteer driver has retired during the pandemic as he had to give up his driving licence. Risk that other volunteers will not be able to return to the classes as they resume. There has been difficulty in the past recruiting volunteers for the service.

Unavailability of previous free venues.

We continue to receive clients onto the programme solely from falls physiotherapy team, so the number of people registered is dependent upon their referrals to the service. Deconditioning of older people during the pandemic could result in an increase in referrals.

As with many services transport continues to be critical to the success of the project.

Change of staffing with changes both at Age UK Oldham and Oldham Community Leisure.

**FORUM4AGE, ENGAGEMENT & CAMPAIGNING**

**Funding Source:**

Age UK Oldham

**Service Objective:**

To work with and for older people ensuring they have a voice locally and their interests are represented in local developments.

**Description of Service:**

Our staff are involved in a wide range of campaigning and influencing groups and events across Oldham. Our aim is to raise awareness of issues affecting older people to have an influence on

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services and activities locally and provide a voice for older people. We usually attend a wide range of community events to promote our services to public and professionals.

Forum4Age is our over 50s forum open to anyone living in the Oldham borough. The forum is free to join and we work in partnership with Oldham Community Leisure and Oldham Council. When funding opportunities allow we hold events and consultation sessions throughout the year. We currently send out regular information updates to a e-network of forum members.

**Activity / improvements in last 12 months:**

Due to Covid restrictions there was no face to face activity this year – we continued to share and distribute information packs/leaflets campaign material etc.by email and post.

**Relevant figures:**

Forum4Age activities were not held due to Covid restrictions

**Risks/Threats:**

Lack of external funding to support activities. No dedicated staff resource to look for funding or organise forum activities.

**Opportunities:**

Partnership work with the Marketing and Research Team could be beneficial in future.

**GENERAL INFORMATION, ADVICE, BENEFITS AND MONEY**

**Funding Source:**

No specific funding allocated to this Service to date. The Service relies on applying and receiving the annual EON funding each year and the annual brand partner retaining fee of £15,000 per annum. For the year 2020/2021 we were successful in receiving EON funding of £13,950 to complete 225 sessions. This however, only covers form completion and full benefit check work and not any of the local services and general advice we deliver in addition. Despite being unable to carry out home visits this year, cases were carried out virtually, mainly by telephone and greatly reducing staffing resources required.

**Service Objective:**

- To provide independent general information, advice and support for older people and their carers on a wide range of social care, housing issues, local services and benefits and money.
- To maximise income for older people and their carers and explain and to complete relevant claim forms.
- To act as a gateway for Age UK Oldham's services and ensure that people are connected to the correct services both in house and the wider local community.

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Referral to the service via Adult Services, CCG, Community Matrons, GPs, Carers Groups, Alcohol and Drug Teams, other Age UK Oldham Services including PIP workers, and self-referrals.

**Description of Service:**

The service offers help, advice and practical support for everyone over 50, and their carers. We offer a wide range of advice / support including:

- Pension Age Related Benefits and Money
- Community Care
- Housing Issues
- Care Services
- Local Services

We carry out full benefits checks completing the relevant claim forms for age related benefits or carers.

We act on older people's behalf to resolve I and A issues.

This service is free and confidential.

Staff at Age UK Oldham have undertaken relevant training from the Department of Work and Pensions and have achieved Alternative Office status allowing our staff to process claims in the same way as DWP staff with the authority to sign off identification and double date application forms - this speeds the process up for our client group.

I and A staff continue to take annual training in line with EON funding requirements

All tribunal cases are continuing to be referred to caseworkers within CA or the local authority Welfare Rights Team as they receive local authority funding for this element and we have no capacity to take up this role.

Information and Advice plays a key role in the first engagement that some service users have with our organisation. The flexibility of the service enables easy access and support for older people and their carers and the experience and skill of staff with this client group has shown, not only the financial results clients have been able to realise, but the opportunities for them to further engage with other Age UK Oldham services - which on many occasions they may have been unaware of existing.

**Activity / improvements in last 12 months:**

We have been successful in receiving E ON Benefit Awareness Funding. Meeting and exceeding targets given and assisting older people to maximise their income particularly those with long term health condition in hard to reach groups.

Continue to act as a gateway for other AUKO services – including those services which bring in addition income to the organisation.

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Continue to connect older people and their carers to the help and support they required.

Continue to act on behalf of older people to resolve issues.

I and A staff have created a useful power point presentation dispelling the myths and promoting the advantages for older people claiming benefits. Good feedback from social care colleagues who have copies when visiting clients to assist with identifying those people who would be entitled to claim benefits.

Positives outcomes arise not only from the extra money but also from the role of the I and A Advisors. Feedback received from people who have used the service includes in summary:

- Reducing feelings of anxiety by receiving support from a friendly, knowledgeable and locally well connected professional who could help them to navigate unfamiliar territory and make things happen to support them.
- Legitimise older people's need to claim unclaimed benefits by explaining benefits and allowances in terms of financial and social contribution that older people have made to society over their life time.
- Established a relationship of trust and respect which older people felt was important. Advisors were 'on their side' and independent of official agencies.

In terms of the extra money AUKO achieved for older people and the impact on their day to day life:

- They had more money to cover essentials such as food, fuel and clothing.
- It helps them with their disability or chronic health conditions to continue to live in their own home with support.
- It helps with depression and frustration arising from health conditions, low income and isolation by enabling older people to:
  - Become more mobile, for example, to do their shopping etc. Additional money may help with taxi fares or paying a personal assistant to help them engage with outside community and retain independence / choice.
  - Prior to Covid19 to renew some of their social life through visits to friends, family and attending lunch clubs and social events.
  - To be able to treat grandchildren or those who help them so they feel they have a reciprocal rather than a dependent relationship.

**Relevant figures:**

General Information and Advice Service assisted:

- **1,324** individual people with general advice.
- **1,565** telephone contacts made on behalf of people to various organisations to resolve issues or make alternative follow up appointments.

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- **5,865** individual subject issues were recorded. This details the amount of specific issues per client on the database.
- In addition a further **432** individual people were given full benefit checks and relevant benefit claims forms completed - including Attendance Allowance / Carers Allowance, Personal Independent Payment, Pension Credit and Blue Badge applications. As a result of the benefit claim forms submitted by the I and A Team the additional annual income accrued for vulnerable older people is over a million pounds per annum - **£1,014,834.47**.

**Risks/Threats:**

The AUKO Information & Advice Service is still meeting the Age UK brand partnership's contractual agreement, as laid out by Age UK nationally. Leads from AUK nationally and AUKO I and A team have revisited the original development plan from 2011/2012 to ensure that we are still fully compliant with the re written brand requirements in place.

*Other risks:*

- Loss of EON funding.
- Loss of other organisation funding which would directly affect the I and A.
- The service is widely used and we are not always able to meet demand with our staffing levels.

Retaining funding from EON for the service involves the staff capacity majorly concentrated on fulfilling EON funding requirements resulting in reduced time available for general I and A / drop in and other necessary work including work on the Information & Advice Quality Accreditation.

**GEORGE STREET CHAPEL**

**Funding amount and source:**

£20K OMBC Covid business closure funding  
£4K OMBC Recovery fund

**Service Objective:**

To generate an income to support the charity. It's a local service of history, education and events for local people to come together.

Our plans sustainability centred around income from weddings, celebration parties, events, meetings, conferences and schools.

**Short description of service:**

We host many Holiday & Seasonal Activity events for all ages, introducing more family events to school holiday timetables. School Educational visits and heritage tours.



**AGE UK OLDHAM LIMITED  
(A COMPANY LIMITED BY GUARANTEE)**

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The Chapel has been used by various charities, businesses, Oldham Council for meetings, AGMs and Award Ceremonies. We are now being recognised nationally taking bookings from government funded companies that carry out training countrywide.

**Activity / improvements in last 12 months:**

The restrictions due to COVID meant that the Chapel was CLOSED FROM MARCH 2020 as we went into lockdown. We had to cancel our planned Mother's Day event, so quickly rearranging, we offered it as a delivery service using minimal staff to provide a safe service and it made local TV news.

Prior to Christmas and in partnership with our neighbour, (Occasions florist) we delivered wreath making kits (with instructions and online link) to make at home, some people shared the experience on zoom with their loved ones. This was a huge success selling over 70 kits.

**Risks/Threats:**

Covid transmission with large groups coming together again at risk of spread / rise of covid. Covid risk assessment and measures in place

Prolonged future lock down

Significant Price rises in stock and food impacting on profits.

Regular meetings now done via zoom /team etc reducing the number of bookings for the future.

**HANDYVAN**

**Funding amount and source:**

Oldham Council £31,500

Oldham Council Warm Homes £10,000

**Service Objective:**

The aim of the service is to undertake tasks that aim to deliver preventative and practical support to vulnerable older people that will enable them to live independently and safe within their own homes.

To ensure that those that are most vulnerable are getting quality job for fair price for the work undertaken.

Warm Homes is a yearly payment from Oldham Council to help provide all ages/families who are in fuel poverty or hardship with beds and bedding, repairs to the home following the installation of a heating system. To provide emergency heating in the form of oil filled radiators.

**Short description of service:**

We have a range of trusted contractors providing repairs at a fixed hourly rate which we quote to the customer at the time of enquiry. Our in-house handyperson charges 30 per hour. The contractor will always give a free no obligation quote which is also passed to the administrator. When a job is over

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£500, we will encourage them to obtain a second quote or for those unable to do so we will advocate this on their behalf.

We cover a range of tasks from Gas, electrical work, alarms, joinery, building work to the smaller work of gardening, key safes, small joinery work etc.

Any jobs undertaken for Warm Homes are undertaken at the same hourly rate and deducted from the funding.

All the contractors are trained in spotting any areas of concern and will report back their findings to the administrator to take action.

Our handyperson will signpost to a range of our internal services and offer a service guide and leaflets as required.

**Activity / improvements in last 12 months:**

The procedures for Handyvan has a clear pathway from dealing with the customer from the initial call, to the quote to following up the completed job, invoicing and taking payments to the quality questionnaires. We have a complex data base that alerts us to follow up any outstanding invoices and late payments and this is working well with a new Financial Procedure. This has resulted in a reduction in unpaid invoices at year end.

COVID-19 1 started at the start of this year. However, both the internal and external contractors safely carried out 865 jobs to those most at risk and living on their own with no family support. This was conducted with rigorous questionnaires and risk assessments put into place for both safety of the customer and the person carrying out the work.

**Relevant figures (should comply with funder's reporting requirements):**

Enquires to service 1,015

Completed jobs 865

Internal 284

Contractors 581

Warm Homes 49 jobs completed

**Risks/Threats:**

Always the risk of contract not being renewed for Both Handyvan and both Warm Homes and the E-on project which are co-existent.

**INTERGENERATIONAL PROJECTS**

**Funding Source:**

Radclyffe School £1,000

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**Service Objective:**

Link older people with the younger generation through a variety of intergenerational projects to share experiences and learn from each other.

**Description of Service:**

Our intergenerational work here at Age UK Oldham has a direct impact on everyone involved. Older people feel increased self-esteem from being able to share their life stories with younger people, as well as being a positive role model to the younger generation too. Both younger and older generations benefit from engaging with each other on equal terms, breaking down barriers and challenging negative stereotypes.

**Activity / improvements in last 12 months:**

No activity during the last 12 months

Oldham college have written a song for Christmas 21 – it will be filmed in the next few weeks and released this year . The song features Terrence and Sophie ( the young student who came forward as a volunteer when they went to sing at his door in Dec 2019) Money raised from the song will go to AUKO. The BBC are interested in featuring it again this Christmas too , so hopefully more people downloading the song will mean more cash for AUKO.

**Risks/Threats:**

School are unable to fund Age Exchange / GSC experience tours due to cut backs

**LGBT (Lesbian Gay Bisexual Transgender) GROUP - 'OUT AND ABOUT'**

**Funding Source:** Self-funding

**Service Objective:**

A group for older lesbian gay bisexual and transgender to meet and socialise.

**Description of Service:**

Out & About is based on the last Friday of each month for the older LGBTQ community

Men and women aged 50 and over who identify as being Lesbian, Gay, Bisexual and/or Transgender.

The aim of the group is to reduce social isolation for older LGBTQ people improving their social wellbeing and mental health.

Having a support peer group has increased support for individuals tackling isolation & loneliness helping them to remain independent and live at home for longer. Having this group AUKO has increased its awareness of the needs of older LGBT people helping us progress and plan effectively for the future

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**Activity / improvements in last 12 months:**

During lockdown the OLGBT group kept in touch with each other through Facebook page and messenger, but nothing could replace face to face friendship, especially for this group who have no family or extended family

With the help of phone calls to each other they helped break the anxiety and boredom of lockdowns and stronger friendships were forged.

Since the lockdown lifting the group now meet every Friday for a drop in, after such a long time living at home alone they really needed a focus and an activity each week rather than just monthly.

Having the outdoor space at Chadderton allowed the group to start meeting in May 21 which for a number of members was a godsend.

Our OLGBT Group were also featured on a BBC news report about older LGBT community moving into sheltered accommodation and the new LGBTQ+ sheltered support unit they have built in Walley Range. It was a long day filming but the four members that took part really enjoyed the experience and felt it was portrayed very well on the BBC.

**Relevant figures:**

6 – 8 people are meeting weekly with many still in contact through facebook page and telephone calls. Four members have had serious health problems so feel too vulnerable to attend group yet and sadly we have lost 2 members during the pandemic too

**Risks/Threats:**

None discernible, this is a low cost project funded by Age UK Oldham and managed by existing staff member.

Due to covid lockdowns the school has not booked the project this year, hopefully next year things will be back on track.

**LIFE STORY**

**Funding amount and source:**

Oldham Clinical Commissioning Group £22,439

**Service Objective:**

To carry out life story work for older people living in care homes and in the community, recording their likes, dislikes, experiences and aspirations to provide a treasured heirloom and resource for care staff and families involved in future care of an individual. We are funded to record the books in book format. We also produce audio versions of the books where appropriate for the individual.

**Short description of service:**

Volunteers for our Life Story project spend time helping people to reminisce and collate information about their life and experiences. We do life story work with people living in care homes, sheltered

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housing and in their own homes. We are funded to provide the life story information for the individual in book format.

The life story books are a valuable tool to aid staff involved with a person's care to provide a more personalised service and to get to know the person and their likes, dislikes and aspirations. Life story work has many benefits for the individual, their family, friends and care staff.

**Activity / improvements in last 12 months:**

Home visits were suspended at the start of the pandemic so we looked at how we could adapt our methods of working. We applied for additional funding from the CCG to purchase new equipment including technology to help us work remotely. This funding enabled us to buy:

- Facebook Portals x 4
- Doro Smartphones x 6
- Laptops x 3 Asus AMD A9-9425 4GB SSD 15.6 inch full HD Windows 10 laptop (laptops direct)
- Dell laptops Inspiron 15 3000 series x 5
- Dell professional sleeve 15 x 5
- Dell optical mouse MS116 – Black x 5
- 3 x mice + 3 x laptop bags (Amazon)
- 5 x document holders + 5 x mousemats
- Amazon order – 3 x mouse mats, 4 x keyboards, 4 x risers, 8 x wrist supports, 2 x cleaning kits, 2 x screen cleaner

Total purchased: £4,580.82

We supported typing volunteers with new equipment to work from home. Some typing volunteers and visiting volunteers started to carry out life story work by phone and facetime. Some of our Life Story volunteers also supported the daily call service.

We carried out welfare calls to our volunteers and clients to offer support during the pandemic with emergency shopping, meals, activity packs, etc.

We set up volunteer get-togethers on Zoom.

Our volunteers co-ordinated a monthly Life Story newsletter which is sent out to all Care Homes in Oldham, sheltered housing, Oldham Prevention Alliance contact lists, etc.

We contributed to WWII VJ Day exhibition in Town Centre providing excerpts from life story books of residents who had been involved in WWII and copies of photographs.

**Relevant figures (should comply with funder's reporting requirements):**

Target: 48 life stories

Achieved: 25

**Risks/Threats:**

Frailty of clients in the care homes means visits are taking longer to complete or that we are unable to complete the finished product.

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Increasing frailty of volunteers results in fewer volunteer hours due to periods of longer-term sickness. Several volunteers have retired during lockdown due to deteriorating health. Complexity of measures required to enable volunteers to visit. Off-putting for volunteers. Some volunteers don't want to visit while there are any measures in place. Some volunteers don't want to undergo any kind of COVID testing.

**MEN IN SHEDS**

**Funding amount and source:**

£52,373 Better Care Fund

**Service Objective:**

The core element of a Men in Sheds provision is providing hands-on activities for men over 50. The 'Sheds' provide the space for older men to meet, socialise, learn new skills and take part in activities with other men.

Men in Sheds tries to address the public health challenge of older men's health. Men in Sheds aims to:

- enhance self-esteem and increase confidence
- support men with long term health conditions
- improve physical and mental health/emotional wellbeing
- reduce the risk of social isolation and resultant poor health
- facilitate friendship and companionship
- provide an environment conducive to men's learning and sharing of skills
- offer respite opportunities for carers
- improve access to services/activities and benefits for participants

It's well documented that men do not make friends easily, tending instead to gather acquaintances, many of whom fall away when there is a life changing event such as

- retirement - redundancy
- deterioration in health- diagnosis of a long-term health condition
- divorce or bereavement
- Isolation

Many men unlike women find it difficult to regenerate a social life following these life altering events

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There is a strong emphasis on mental health and the Men in Sheds Service tries to increase the awareness of and reduce the stigma of depression and anxiety whilst also providing support for men with physical disabilities following strokes etc.

The covert plan is also to get men in one place to target them with health messages. Men, particularly those over 60, tend to be slower at going to the doctor for problems that might turn out to be serious. AT MIS men are encouraged to adopt a positive approach to good physical and mental health and we explain that maintaining one's health warrants more than just a visit to their local GP when they are sick. Having a regular check-up to maintain a good quality of life, engaging in good health practices to lower the risk of developing chronic disease, and building rewarding emotional relationships with their family and friends is key.

**Short description of service:**

The Failsworth Men in Sheds service currently operates for two days a week between Tuesday and Wednesday. It provides two sessions a day, with eight places in each session. The Greenfield Men in Sheds Service operates for two days a week on a Thursday and Friday. Along with an allotment.

There are two full-time staff supporting the service, who are helped by a team of volunteers. (buddies)

There are several different referral routes into the service, with the large numbers of referrals coming from the mental health team, the PIP (social prescribing) team and self-referral.

The reason for someone being referred to the service in terms of their main presenting health problem is recorded. On average up to 8-10 men attend either am or a pm session this needs to be carefully balanced for safety reasons as some men have complex needs and need more help to join in activities and projects.

Each shed member is assessed as to their individual capabilities and skills. Everyone has a purpose and feel they can contribute at various levels, the Buddy scheme helps people who are physically challenged to complete projects.

Ideally men attending the Men in Sheds service should move on from the service after six months. However, it has proved difficult in some cases for men to leave the service as they have not identified anywhere else that could meet their needs.

**Activity / improvements in last 12 months:**

The last day of Men in Sheds was the 20th March 2020 due to Covid 19.

Both staff members worked in other front line services, whilst maintaining weekly contact with all 57 men including volunteers. Some men started a WhatsApp chat and used Men in Sheds Facebook page to keep in touch.

**Relevant figures (should comply with funder's reporting requirements):**

57 men supported over the past 12 months by telephone, and doorstep visits.

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**Risks/Threats:**

In February 2021 despite our attempts to present our case in the proposed funding cuts consultation. Funding for the service 21-22 has been withdrawn.

**MINOR / MAJOR ADAPTATIONS**

**Funding amount and source:**

This is a spot contract with two providers

Oldham Council

Housing 21

**Service Objective:**

We continue to provide the service without any contract or service level agreement.

All jobs are requested by the Occupational Therapist and these are carried out by our internal Handyperson who is a Trusted Assessor and a range of contractors for the internal and external work to properties.

This work is carried out in private properties across Oldham and Housing 21 properties.

It's an all-ages service.

**Short description of service:**

The majority of our internal work is bespoke joinery stair rails, internal wooden steps, or jobs that are complex and cannot be provided by the contract holder Ross Care. We also through a range of our trusted contractors deliver major adaptations such as doors, windows, steps, paths external metal rails, door systems and bio bidets.

The administrator collates the estimates if required for jobs over a thousand pounds or jobs that may need a site visit he will meet the contractors to provide and seek the best options for the client.

This work provides a steady income for AUKO and sits well with the Handyvan service.

We are constantly seeking the right price, and this is reflective in our sales. We continually review material prices and the labour charge yearly.

**Activity / improvements in last 12 months:**

Then came COVID-19 at the start of the financial year. AUKO continued to provide urgent adaptation in the home to those people most vulnerable. This was carried out by both our internal staff member and by the contractors.



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We implemented a rigorous questionnaire for the client which we carried out before booking the visit and again on the day. They had to agree to the terms of the risk assessment for the work to be carried out safely.

We still managed to complete 416 jobs, which has contributed to people not being readmitted to hospital and keeping them safe and independent at home

**Relevant figures** 420 jobs completed during the year

**Risks/Threats:**

There is always a concern with this work as it is funded on a spot contract.

However, we do know that the other provider is unable at this time to do the work that is bespoke.

Despite competition we continue to achieve larger building works

However, it would have staff implications if the work was withdrawn.

**NUTRITION AND HYDRATION**

**Funding Source:**

Age UK Salford - £10,800

**Service Objective:**

The 2 year Greater Manchester Nutrition and Hydration Project was designed to tackle dehydration and malnutrition among people aged over 65 in Greater Manchester. It uses a specially designed 'paperweight armband' tool to find out if people are at risk and provides resources to help professionals identify people at risk within their services.

The project aims to raise awareness about the risks of malnutrition and dehydration in later life. It takes a positive 'food first' approach, encouraging older people to eat and drink well, giving tips and advice about increasing calorie intake for people who need help to put weight on. It also links with other local schemes that improve self-care, improve oral health, reduce social isolation and improve mental and physical health.

Activity / in last 12 months: During the pandemic we have continued to distribute information and raise awareness by including nutrition and Hydration packs in our mailouts and ensuring that older people have access to healthy nutritious food by our safe at Home and Shopping service, Emergency shopping deliveries and our Cooked Meals and deliveries.

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**OLDHAM PREVENTION ALLIANCE**

**Funding Source:**

Oldham Prevention Alliance has been co-ordinated and funded by Age UK Oldham since February 2012.

**Service Objective:**

- To bring together local services, including statutory, voluntary, private sector and social enterprise organisations, community groups, faith groups, any group or individual supporting the over 50s to live well and independently in their own homes.
- To raise awareness of the range of preventative services and support available to the over 50s and promote opportunities for people to 'age well' in the Oldham borough.
- To improve communication, signposting and information-sharing between services
- To provide a forum for services to share information and expertise.
- To provide a forum to identify and report gaps in service and more generally feed into decision-making structures within the borough as appropriate e.g. Health & Wellbeing Board. Link with strategic fora and use link organisations, e.g. Action Together, to feed in information as appropriate.
- To promote the referral systems and protocols of members.
- To promote training and funding opportunities and opportunities for joint working.

**Description of Service:**

Oldham Prevention Alliance was established following consultation in 2006 with older people who identified a number of problems with communication and cross-referral between organisations in the borough. The project was funded initially by Oldham Partnership and Oldham Council.

Oldham Prevention Alliance aims to bring together local services, including statutory, voluntary and private sector organisations and community groups which provide support to the over 50s to keep people living independently in their own homes

Oldham Prevention Alliance is a multi-agency group of professionals who are linked with or have an interest in services for the over 50s. The group meets bi-monthly, co-ordinated and chaired by Age UK Oldham. We raise awareness of the range of preventative services and support available to the over 50s and promote opportunities for people to 'age well' in the Oldham borough.

**Activity / in last 12 months:**

Due to Covid restrictions there was no face to face activity this year – we continued to share and distribute information packs/leaflets campaign material etc.by email and post..

**Risks/Threats:**

Lack of external funding to support the service.

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**PROMOTING INDEPENDENT PEOPLE (PIP)**

**Funding Source:**

Funded by Pennine Care Foundation Trust (this has changed to Salford Royal Foundation Trust SRFT when Oldham Cares was formed) £150K (PIP) and CCG £30K (ORCAT)

Since May 2019 the PIP advisors also work as part of the Oldham Cares Social Prescribing Service in partnership with our colleagues at Action Together, Early Help and TOGMind. £47,896

**Service Objective:**

The aim of the team is to avoid unnecessary hospital admissions and promote independence, safety and wellness of the patient within their own home.

**The aim of the project is:**

- To address the social aspects of a patient presenting at the surgery for a non-medical source of support.
- To reduce un-necessary hospital admissions, failed discharge and reduce the frequent attendees in the GP practise.
- Social prescribing provides an opportunity to respond effectively and at an early stage to address presenting symptoms of anxiety depression and distress.

**Description of Service:**

This service was commissioned based on the pilot project, Home from Hospital. After an initial 3 years funding, the service was given a further 2 years funding, confirmed until 31st March 2019.

Age UK Oldham's PIP advisors are linked to the new 5 GP clusters in the borough of Oldham working with and taking referrals from the integrated care teams.

Referrals are taken for older people who have undergone life changing events or are living with long term health conditions that have affected their situation and confidence. They will have been identified as feeling lonely or isolated and anxious about health issues. They will need support to gain confidence to help them live the life they want to live by managing their situation and re-engaging them back into their communities.

When referrals are received the PIP Adviser will act as the key link, building up a relationship, listening to the older person's needs and aspirations and together they draw up a tailored plan which suits their lifestyle and will help maintain health and wellbeing and regain independence. The focus is on sustainability, flexibility and taking back control

PIP's link with the person to engage them with a close supportive approach into social and leisure activities and health and wellbeing groups to manage and live well with their emotional or physical long term condition. They can access a range of AUKO and external activities and services for example lunch clubs, Men in Sheds, Get Going Together Activities, walking groups, craft sessions to counselling, support groups, community groups etc.

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**CLUSTERS**

September 2018 - PIP Advisors are now based in each of the 5 Clusters as part of the Integrated teams. Different parts of Oldham Council, the NHS and the voluntary sector have come together and formed Oldham Cares. Clusters are decided by the location of the patients GP practice. Each cluster has GP's, District Nurses, Social Workers, Senior Practitioners and an Age UK PIP Advisor, working together in the same building to provide health and social care services locally. This joined up way of working will mean a better experience for patients and, in the longer term, real improvements to their health and wellbeing. The PIP role has evolved and the client support is much more complex to when the service first started out.

**ORCAT**

A PIP Advisor continues to have a daily presence in the ORCAT (Oldham Rapid Community Assessment team), which started in October 2016. The team consists of qualified Nurses, Therapists, a Social Worker and Community Assistants. Since Feb 2019, the team has been based at Whitney Court with the Enablement service to provide an integrated crisis response service to prevent hospital admissions as well as facilitating safe discharges. The team support patients for up to 5 days after hospital discharge. The PIP Advisor will carry out a home visit and refer to Age UK and other external services (i.e. Age UK Shopping Service to provide an emergency shop, Age UK HandyVan Service, who can assist with downstairs living, moving a bed downstairs, Fire Safety check etc.) If the patient has been identified as being lonely and isolated, they will be referred to long-term PIP.

**SOCIAL PRESCRIBING**

Since July 2019 the PIP advisors also work as part of the Oldham Cares Social Prescribing Service in partnership with our colleagues at Action Together, Early Help and TOGMind. Working in a collaborative way to assist adults of all ages to access appropriate support and re-engage with services in their area. As part of the COVID response, the management of the Oldham Cares Social Prescribing service has been shared between the PIP service, Early Help and Action Together. We have been involved in engagement work with wider stakeholders and referrer agencies to continue to develop the service despite lockdown restrictions. We are about to roll-out the Elemental digital platform for ease of referring into the service, recoding work undertaken and sharing outcomes.

**Activity / improvements in last 12 months:**

PIP Advisors are now part of the Integrated teams in Cluster as part of Oldham Cares. Most cluster staff have been working remotely due to Covid restrictions including the social care team. PIP advisors continue to work alongside cluster colleagues but remotely.

Social Prescribing PIP advisors attend weekly allocation meetings and also attend a fortnightly full Social prescribing team meeting alongside other social prescribers from TOGMIND, Positive Steps and Action Together.

A PIP advisor has moved into the Dementia Information, Support & Carers Assessment role so we are recruiting replacement staff.

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As part of the Covid response, the ORCAT service was renamed as the Integrated Crisis Enablement Team (ICET) and worked alongside a newly formed Integrated Discharge Hub to facilitate timely discharges during the pandemic. ORCAT (ICET) funding secured to continue to March 2022. ORCAT PIP worker has not worked remotely during the Covid crisis. As part of the crisis team, the PIP advisor has carried out homevisits throughout the pandemic and had a daily presence on the team.

We need to continue to produce evidence of effectiveness and cost savings in local health and social care.

**Relevant figures:**

Number of people supported: 2,421 (including welfare checks during the pandemic)

PIP Manager and Age UK CEO, meet with funders Quarterly, to present Reports/KPI's, which comply with funder's requirements.

PIP Manager reports monthly to CCG on ORCAT (ICET) PIP service activity

PIP manager attends the Oldham Cares Thriving Communities Group meetings on a quarterly basis to provide feedback on the Social Prescribing service. Weekly management meetings are also attended for the day-to-day management of the full social prescribing service.

**Risks/Threats:**

Continued funding

Staff shortages due to Covid self-isolation rules

Demand can overstretch capacity at times

The nature of the work being undertaken by PIP advisors to support older people in the community has become complex. A great deal of time is spent in acquiring the most appropriate support for vulnerable older people. The timescales and complexity of the work can have an impact on waiting times for new referrals to be dealt with.

**SAFE AT HOME AND SHOPPING SERVICE**

**Funding amount and source:**

Funding from Trustees and income from deliveries before Pandemic

Funding given due to the pandemic £37,500 grant funding from OMBC plus £18,750 from

Customer charges Total £56,250

**Service Objective:**

The Home Shopping Service is based at the Co-Op store in Lees and has been run by Age UK Oldham since July 2006.

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This service continues to operate Tuesday to Friday delivering across the borough Wednesday to Friday.

Staffed by 1 Co-ordinator - 1 driver with additional staff as required. From December 2020

To deliver shopping to housebound and vulnerable older people who cannot shop for themselves. Working closely with other social services, care agencies and families to monitor areas of concern

**Short description of service:**

As the Shopping service has always struggled to gain funding it was decided to scale down the staffing and try a new way of delivering the service. In December 2020 after consultation with staff the service started to move away from staff shopping in the store to using the

Co-Ops online service. This resulted in two staff members being made redundant as they didn't want to take up any of the vacant posts within AUKO. This change came in the middle of the COVID-19 pandemic and a second lock down. There was a deluge of extra older people wanting the service, which we managed to fulfil due to extra resources available of staff that we re-deploy from other services that had to shut down. The challenges of COVID-19 meant it was difficult to enter properties and risk assessments had to be put in place for the most vulnerable of our clients who couldn't take the shopping from the driver at the door.

**Activity / improvements in last 12 months:**

Over the year we have delivered to over 5,000 older people.

We also used Winter Pressures funding to provide shopping free of delivery charge to people of all ages who had been discharge from hospital with low income or no means to shop.

In July 2020 we conducted a comprehensive review of 97% of the clients who had been registered with us pre covid to establish the need of the service. It was clear that they had no other means to shop due to the levels of frailty ,long term chronic conditions and terminal illness. None of the clients had family members living within the area, most were in receipt of a care package. All of those receiving the service did not leave the property other than hospital appointments. Those who we did not include in the review had some form of cognitive impairment.

Despite the demand on the service, by the end of lock down we are aiming and on track to keep the numbers of clients using the service to around 60 per week. (3,000 deliveries over the year)

The new system hasn't come without it challenges, which have been time consuming and frustrating. There is still a need to adapt and streamline this service.

The deliveries are now incorporated with the delivery of the meals service which is a better use of resources across the 3 days.

**Relevant figures**

20/21 5,000+ shopping deliveries were carried out

**Risks/Threats:**

Future funding uncertain

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**TECHNOLOGY & US COMPUTER CLASSES**

**Funding Source:** Age UK Oldham and Chargeable project

**Service Objective:**

IT classes for older people in small groups at Chadderton over 60's centre – home visits are also provided at an additional charge

**Description of Service:**

IT classes are held every Chadderton over 60s – we also support people with mobile phones , digital cameras who may also need a quick lesson to help them

Our IT support includes home visits to those unable to travel to the centre

All classes & home visits are chargeable

Our IT Tutor is also a trained computer technician and we also offer repairs and upgrades which are chargeable.

**Activity / improvements in last 12 months:**

Classes are now only held one day a week due to staffing but we have recruited two new volunteers who support the group which helps us with those people new to IT who need more one to one help.

Applied for funding for two new IT Projects waiting to hear if we have been successful Oct 21 and Nov21

Our Computer Classes were featured on BBC Breakfast too , with two members Terrence and Doreen explaining how the tuition they had received before covid had allowed them to keep in touch with family through skype, zoom and facetime and they encouraged other older people to come forward and join the classes. This again was a very uplifting , positive image of older people.

**Relevant figures:**

On average 2-4 people attend each week since we returned after lockdown

**Risks/Threats:**

Classes or day offered not being as popular – numbers falling

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2021

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## VOLUNTEERS

**Funding Source:** Age UK Oldham

**Service Objective:**

Volunteers make an important contribution to the work of Age UK Oldham, enabling the delivery of quality, cost-effective services.

We recognise the importance of well trained volunteers so we also deliver a Welcome to Age UK Day induction day to all new volunteers, ensuring they work effectively alongside staff and service users.

**Description of Service:**

Our volunteers help us be there for the people who need us most, from direct service delivery to helping us raise money through our charity shops. Volunteers are our strength.

**Activity / improvements in last 12 months:**

We hit the ground running at the start of the pandemic with a new daily call ( welfare check ) service. We recruited an amazing 73 new crisis volunteers who supplemented our befriending service. Many of them were on furlough from work ( teachers, staff from OCLL) but we also recruited volunteers through our facebook and twitter appeals for help.

FCHO where a great asset and we had 16 staff members calling up to 4 people every day and helping with emergency shopping . Vans and drivers from FCHO also helped with deliveries of shopping too.

People needing our support was massive it was wonderful that we were able to help everyone , and those people without family we could call and check on them everyday which was a lifeline.

One of our callers and emergency shoppers Sam Goodwin, has been chosen by Prima Magazine to feature in their Christmas Edition this year which celebrates women who work tirelessly to help others through charity work. So along with a glamorous makeover Sam will also highlight her volunteering here at AUKO and she has a double page spread with lots of pictures, new clothes, hair, nails and makeup done professionally she is super excited.

**Relevant figures:**

New Volunteers

Befrienders                      73

**Risks/Threats:**

Unable to recruit sufficient number of volunteers to support ongoing services and prevent future development



**AGE UK OLDHAM LIMITED  
(A COMPANY LIMITED BY GUARANTEE)**

**TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)**

**FOR THE YEAR ENDED 31 MARCH 2021**

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**VSNBF (Veterans should not be forgotten) £20,000**

Age UK Oldham received £20K from the Armed Forces Covenant Fund Trust to contribute to the direct costs of Emergency Services to Veterans already in receipt of our services throughout the current Pandemic. These include

- Deliveries – transport and insurance
- Volunteers expenses
- Staff time
- Welfare calls
- Equipment for new food service
- Rental of building for food preparation and administration
- Food
- PPE
- VE Day at Home Celebration – food and Commemorative bag delivered to all veterans known to our services.

**WINTER PRESSURES**

Age UK – NHSE Winter Pressures fund

An amount of £33,870 was received via Age UK from NHSE to provide additional capacity in our services to support older people throughout the winter period from November 2020 to March 2021

The services provided included

- Emergency Shopping
- Meals Delivery at home
- Crisis Response
- Minor Adaptations emergency deliveries
- Vaccine Appointments
- Welfare Calls and Wellbeing checks
- Adapted transport journeys

## MODERN SLAVERY AND HUMAN TRAFFICKING STATEMENT

This statement is provided on behalf of Age UK Oldham and is made in pursuant to section 54 of the Modern Slavery Act 2015 ('the Act'). It constitutes Age UK Oldham's statement for the financial year ended 31 March 2021.

Age UK Oldham considers modern slavery and human trafficking extremely serious crimes, grave violations of human rights and contrary to the ethical standards and values we hold dear. As a charity we have a zero tolerance approach to such abuses.

We are committed to preventing modern slavery in our organisation and ensuring that our supply chain is as equally free of both modern slavery and human trafficking (within the reasonable bounds of our influence and control to ensure compliance with the Act by our supply chain and / or assure ourselves of their compliance).

### Our organisation

Age UK Oldham is a local autonomous charity registered in England and is a Brand partner of the national Age UK charity. Our constitution states that:

*'The objective of the organisation shall be to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable'.*

Age UK Oldham has an operational trading subsidiary which generates income to fund the charities work.

Age UK Oldham and its subsidiary employs around 100 staff, and benefit from the support of 350/400 volunteers across our services.

The vast majority of our staff are employed directly by Age UK Oldham and its subsidiary and are not of an employment status generally considered to be vulnerable to modern slavery in this country. We are not complacent, and have robust policies and procedures in place.

### Policies

Age UK Oldham endeavours to raise awareness among all employees of the identification, prevention and eradication of modern slavery and human trafficking, and has policies and procedures in place to ensure that they can do so. The relevant policies are:

1. Age UK Oldham's Critical Supplier policy and procedure requires that suppliers are formally approved by Age UK Oldham and that they can only provide goods and services after confirming compliance with all applicable regulations and legislation, including the Modern Slavery Act.
2. Age UK Oldham's Safeguarding Policy and Procedures acknowledges modern slavery as a form of abuse and, where there is a concern about a child (under 18 years) or an adult (18 or over) who needs care and support, this Policy takes effect.

Age UK Oldham aims to work with only those suppliers that demonstrate high levels of commitment to monitoring and reducing the risk of modern slavery and human trafficking taking place within their organisations or supply chains.

**AGE UK OLDHAM LIMITED  
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**TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)**

**FOR THE YEAR ENDED 31 MARCH 2021**

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As a pre-condition to supplying Age UK Oldham, suppliers must confirm their compliance with the Act. If a supplier fails to provide the information requested or meet Age UK Oldham's expectations, Age UK Oldham will take appropriate action, which may include not entering into a relationship or terminating the relationship.

**Plans for 2021/22**

In the 2021/22 financial year Age UK Oldham plans to take further steps to enhance our supply chain due diligence, including:

- Continuing mandatory training to ensure staff awareness and understanding of modern slavery and human trafficking.
- Continuing to monitor our modern slavery risk assessment register to ensure that where high risk situations are identified we have responded to those concerns.

This statement is made pursuant to Part 6, section 54 of the Act and constitutes Age UK Oldham's anti-slavery and human trafficking statement for the financial year ending 31 March 2021 and has been approved by the Age UK Oldham Board of Trustees on behalf of Age UK and its charitable and trading subsidiaries.

**INVESTMENT POLICY**

Age UK Oldham aims to produce the best financial return within an acceptable level of risk (cautious).

The investment objective for most of Age UK Oldham's long term reserves is to generate an increase in value in excess of inflation over the long term. A small proportion of the charity's long term investments is held to generate an income to support the on-going activities of the charity.

The investment objective for the short term cash reserves is to preserve the capital value with a minimum level of risk. This cash should be readily available to meet cash flow requirements.

**BORROWING POLICY**

Age UK Oldham when possible uses its own cash facilities rather than organised borrowing. Any borrowing needed to fund the activities of the charity will be in line with its constitution and a plan will be in place to meet any repayments as they fall due.

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2021

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## POLICY ON RESERVES

Age UK Oldham has a Reserves Policy which is reviewed on an annual basis by the Trustees. The approved policy of the charity is that designated unrestricted funds which have not been restricted for a specific use should be maintained at a level of £641,643

The Trustees consider that in the event of a significant drop in funding, this will enable them to continue the charity's current and planned activities for six months while consideration is given to ways in which additional funds may be raised. This will enable all legal commitments to be met within this period including the costs of any eventual need to wind up its operations.

## STRATEGIC REPORT

### COVID IMPACT from March 2020

For years we've struggled to get funding for our **supermarket-based shopping service** for vulnerable housebound people and used our precious resources to keep it on the road, despite facing rejection at every turn.

Then came lockdown on 23rd March 2020. At Age UK Oldham, we quickly redeployed additional staff to respond to the deluge of calls from the local authority's emergency hotline by upping the shopping service and doubling the number of home deliveries.

The calls didn't stop, so using what we already knew of people's shopping patterns, we approached a second local store and designed a new model offering a fixed fortnightly grocery and household package. This sped up ordering and packing, helping us to reach more people who were unable to leave their home. At the time of writing, we've made **3,570 shopping deliveries** – and counting. But we haven't stopped there.

### Practical support

After liaising with environmental health, our lunch club's catering team transformed into a production line producing and delivering fresh meals for those unable to cook for themselves. We found funding to buy extra equipment (such as fridges, freezers, oven-proof containers, a heat sealing machine and other bits) and to date we have already delivered **19,313 meals**.

Volunteers who shopped during the protected hour for older people enabled us to introduce a same-day emergency response, meaning we could also deliver up to five items, such as bread, milk, sanitary items, emergency prescriptions, to help fill the need gap.

We were able to recruit new volunteers and fast-track disclosure and barring service (DBS) checks and references, which enabled us to man a telephone befriending service. As a result, 162 vulnerable people (previously unknown to us) are now able to hear a friendly voice every day. In total we are now making over 2000 telephone calls each week to check on the welfare of isolated older people and have a friendly chat.

Quite early on we closed our central office, but staff working from home covered our switchboard, Information and Advice, Dementia Support, Choosing the Right Care services over seven days each week. This meant we could also respond to emergency handyman calls for joiners, electricians,

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2021

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plumbers and occupational therapy requests for emergency home adaptations which helped people to stay safe at home. Opening our stores to deliver disability equipment, beds and mattresses helped avert crises and accelerated some hospital discharges.

We supplied **160** people from our Falls Prevention service with information packs, activities and videos and telephoned them weekly to encourage them to carry out exercises. We obtained funding from the CCG for IT equipment and over 40 people can now access the classes on line whilst others can now tune in to Oldham community radio and follow the class instructor.

**Library books, activity packs, jigsaws, indoor gardening packs and small 'shed' projects** are just some of the parcels we deliver on a weekly basis to help people to remain active and interested.

#### **A shoulder to cry on**

People living with dementia and their carers have been disproportionately affected by the rules imposed by lockdown, and the closure of our day-care service was a huge blow. Changes in their routine, unable to leave the house, no respite for carers and families and the trials and tribulations of even a simple shopping trip made life difficult.

To help with the inevitable isolation and try to prevent carer breakdown our staff made daily calls – they were a shoulder to cry on, a friendly listening ear and sometimes a distraction for the person with dementia to talk to a familiar voice. Our dementia support service devised strategies for carers to deal with challenging situations and averted crises on more than one occasion.

#### **Better together**

The admission to residential care for eight of our service users was disappointing for staff, of concern to relatives and an added financial cost to the local authority (one person was admitted out of borough where their needs could be better managed) but also an ironic indication of the preventative value of day care, which is sometimes viewed as an outdated service.

In partnership with the local authority, clinical commissioning group and the fire service, we shared our three adapted minibuses and drivers/escorts to provide an **additional hospital discharge service** for both COVID-19 and non-COVID-19 patients. Working together to a tight deadline, we cut through the red tape and launched a new service in less than three weeks – an achievement we all agreed would normally have taken far longer. A lesson learned.

#### **A double whammy**

At the start of the crisis we made the decision to do everything we could to help – after all, that's why we exist, but it has been at a cost. The pandemic has delivered a double whammy for small local charities like ours. As we rose to the challenge, dug deep into our financial reserves and upped our game, the independent income we have worked so hard for has disappeared.

**Our ten charity shops closed** their doors as did our events centre, with all wedding bookings postponed for a year. Our community venues lie silent and, together with other buildings we lease for a myriad of activities, are still a drain on our purse.

#### **Prevention is our byword**

Prevention is what we in the voluntary sector have always practised – it is our byword. And though it is discussed and revered at conferences, in plans and is promised, it is rarely commissioned and funded.

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2021

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All of the services we have put in place are lifelines for many older people who are restricted because of the lockdown. But they will still be needed post-pandemic by many of those who still face restrictions every day because of their health conditions and disabilities. Our shopping service has always been a lifeline, keeping people independent and one of many preventative services that we and others deliver but struggle to fund.

As we enter the next phase of the pandemic, please don't forget about the value of prevention and about all these people as life returns to normal for the majority. They, and we, will need support more than ever.

**Plans for Future Periods:**

- Continue to monitor and review existing trading outlets and seek opportunities for replacement of shops lost due to the pandemic closure.
- Establish Community market and social well being hub at Over 60's centre to build confidence in older people following lockdown restrictions.
- Services in Day Care centres to continue to cater for frailer more dependent older people with a high proportion of dementia sufferers and we must now
  1. When a vaccine is available, concentrate on rebuilding capacity lost due to infection control restrictions.
  2. Continue to explore opportunities to amalgamate charged for places for those people ineligible for statutory financial support
- Explore and implement more opportunities for charged for services in other areas to replace lost income e.g. Foot care, LPOA's
- Further increase in catering provision both in service and trading areas and consolidatencouraging meals home delivery service as both a welfare opportunity (encouraging improved nutrition and hydration in older people) and an income generation avenue.
- Continue Involvement in raising standards of good practice in Care Homes;
- Building on previous success with local schools, creating more diverse intergenerational projects;
- Increased involvement with the Asian communities both in service and trading.
- Review ISO quality system and explore alternatives.
- Prepare for and be involved in the future GM agenda

**Restricted Funds**

Specific funding of projects and their monies are held in restricted funds and are not available for the general purposes of the charity.

**Financial Review**

As commented in the past, the environment the charity operates in is increasingly difficult, particularly with local authority budgets remaining tight. Once again it is pleasing to report another year in which the Charity has made a surplus of £310,129. Much of the focus of the year under review has been to protect the Charity's long term future while providing services to the community and enhancing those services to meet needs that arose from the Covid crisis. The Charity's strong financial position has enabled this to be the case and the crisis has underlined the needs for

**AGE UK OLDHAM LIMITED  
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**TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)**

**FOR THE YEAR ENDED 31 MARCH 2021**

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sufficient reserves to be held to meet unforeseen critical events. The Charity has continued to provide high quality services and innovative programmes, some of which have been specific response to the Covid crisis, to which our resources may be allocated. It is credit to the staff and volunteers that the Charity remains in a strong position. We continue to reserve funds to insure against losing key contracts and having to downsize the charity as has been the case in previous years.

With the ongoing Covid 19 crisis the Trustees have monitored the impact on the business closely by having prepared rolling cash flow forecasts and monitoring them regularly. Having reviewed these and the impacts on the business we have concluded that the going concern assumption is appropriate on approving these financial statements.

**Equalities and Diversity**

Age UK Oldham is committed to the principles and practice of equal opportunity for all its employees, volunteers and applicants for employment. We also believe that all older people should receive services that meet their needs. As part of this commitment we work to ensure that our own services and resources are relevant to the needs of all older people and are perceived by those in need as relevant and accessible.

Signed on behalf of the board of Trustees



**Alex Boyd (Chairman)**  
Trustee  
Dated: 24 January 2022

**AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

**INDEPENDENT AUDITOR'S REPORT**

**TO THE TRUSTEES OF AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

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**Opinion**

We have audited the consolidated financial statements of Age UK Oldham Limited (the 'charity') and its trading subsidiaries for the year ended 31 March 2021 which comprise the consolidated statement of financial activities, the consolidated and company balance sheet, the consolidated statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group and charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.



**AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

**INDEPENDENT AUDITOR'S REPORT (CONTINUED)**

**TO THE TRUSTEES OF AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

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**Other information**

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

**Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

**AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

**INDEPENDENT AUDITOR'S REPORT (CONTINUED)**

**TO THE TRUSTEES OF AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

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**Responsibilities of trustees**

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

**Extent to which the audit was considered capable of detecting irregularities, including fraud**

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

- At the planning stage of the audit we gain an understanding of the laws and regulations which apply to the Group and how management seek to comply with them. This helps us to make appropriate risk assessments.
- During the audit we focus on relevant risk areas and review compliance with laws and regulations through making relevant enquiries and corroboration by, for example, reviewing Trustees Minutes and other documentation.
- We assess the risk of material misstatement in the financial statements including as a result of fraud and undertake procedures including:
  - I. Review of controls set in place by management
  - II. Enquiry of management as to whether they consider fraud or other irregularities may have occurred or where such opportunity might exist
  - III. Challenge of management assumptions with regard to accounting estimates
  - IV. Identification and testing of journal entries, particularly those which may appear to be unusual by size or nature.

**AGE UK OLDHAM LIMITED  
(A COMPANY LIMITED BY GUARANTEE)**

**INDEPENDENT AUDITOR'S REPORT (CONTINUED)**

**TO THE TRUSTEES OF AGE UK OLDHAM LIMITED  
(A COMPANY LIMITED BY GUARANTEE)**

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Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulations. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



**Michael Royle BA(Hons)FCA (Senior Statutory Auditor)  
for and on behalf of Chadwick & Company (Manchester) Limited**

**Chartered Accountants  
Statutory Auditors  
Capital House  
272 Manchester Road  
Droylsden  
Manchester  
M43 6PW**

**24 January 2022**

Chadwick & Company (Manchester) Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006.

**AGE UK OLDHAM LIMITED**  
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**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES**  
**INCLUDING INCOME AND EXPENDITURE ACCOUNT**

**FOR THE YEAR ENDED 31 MARCH 2021**

		Unrestricted funds		Restricted funds	Total 2021	Total 2020
	Notes	general	designated			
		£	£	£	£	£
<b><u>Income and endowments from:</u></b>						
Donations and legacies	3	312,082	-	-	312,082	11,893
Charitable activities	4	377,452	-	1,229,691	1,607,143	1,766,442
Activities for generating funds	5	426,516	-	-	426,516	848,465
Investments	6	2,025	-	-	2,025	3,898
Trading compensation		79,187	-	-	79,187	11,945
<b>Total income and endowments</b>		<b>1,197,262</b>	<b>-</b>	<b>1,229,691</b>	<b>2,426,953</b>	<b>2,642,643</b>
<b><u>Expenditure on:</u></b>						
Raising funds	7	216	-	-	216	726
Charitable activities	8	304,090	-	1,221,811	1,525,901	1,817,217
Other	5	624,644	-	-	624,644	705,352
<b>Total resources expended</b>		<b>928,950</b>	<b>-</b>	<b>1,221,811</b>	<b>2,150,761</b>	<b>2,523,295</b>
Net gains/(losses) on investments	14	33,937	-	-	33,937	(27,389)
<b>Net incoming resources before transfers</b>		<b>302,249</b>	<b>-</b>	<b>7,880</b>	<b>310,129</b>	<b>91,959</b>
Gross transfers between funds		23,251	(37,916)	14,665	-	-
<b>Net movement in funds</b>		<b>325,500</b>	<b>(37,916)</b>	<b>22,545</b>	<b>310,129</b>	<b>91,959</b>
Fund balances at 1 April 2020		1,350,193	679,559	46,503	2,076,255	1,984,296
<b>Fund balances at 31 March 2021</b>		<b>1,675,693</b>	<b>641,643</b>	<b>69,048</b>	<b>2,386,384</b>	<b>2,076,255</b>

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

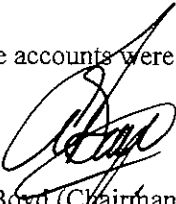
**AGE UK OLDHAM LIMITED**  
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**CONSOLIDATED AND COMPANY BALANCE SHEET**

**AS AT 31 MARCH 2021**

	Notes	2021 Group £	2020 Group £	2021 Company £	2020 Company £
<b>Fixed assets</b>					
Tangible assets	15	1,015,045	1,076,315	1,015,045	1,076,315
Investments	16	290,755	256,819	290,760	256,824
		<u>1,305,800</u>	<u>1,333,134</u>	<u>1,305,805</u>	<u>1,333,139</u>
<b>Current assets</b>					
Stocks	17	2,500	3,500	2,500	2,500
Debtors	18	147,580	356,490	217,226	377,268
Cash at bank and in hand	19	1,147,751	572,032	1,057,079	545,730
		<u>1,297,831</u>	<u>932,022</u>	<u>1,276,805</u>	<u>925,498</u>
<b>Creditors: amounts falling due within one year</b>	20	<u>217,247</u>	<u>188,901</u>	<u>196,226</u>	<u>182,381</u>
Net current assets		<u>1,080,584</u>	<u>743,121</u>	<u>1,080,579</u>	<u>743,116</u>
<b>Total assets less current liabilities</b>		<u><u>2,386,384</u></u>	<u><u>2,076,255</u></u>	<u><u>2,386,384</u></u>	<u><u>2,076,255</u></u>
<b>Income funds</b>					
Restricted funds	21	69,048	46,503	69,048	46,503
Designated funds	22	641,643	679,559	641,643	679,559
Unrestricted funds	22	1,675,693	1,350,193	1,675,693	1,350,193
		<u>2,386,384</u>	<u>2,076,255</u>	<u>2,386,384</u>	<u>2,076,255</u>

The accounts were approved by the Trustees on 24 January 2022

  
A Boyd (Chairman)  
Trustee

Charity Registration No. 1145196  
Company Registration No. 07267880

**AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

**CONSOLIDATED STATEMENT OF CASH FLOWS**

**FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	2021 £	£	2020 £	£
<b>Cash flows from operating activities</b>					
Cash generated from operations	27		575,694		4,782
<b>Investing activities</b>					
Purchase of tangible fixed assets		(2,000)		(18,783)	
Interest received		2,025		3,898	
<b>Net cash generated from/(used in) investing activities</b>			25		(14,885)
<b>Net cash used in financing activities</b>			-		-
<b>Net increase/(decrease) in cash and cash equivalents</b>			575,719		(10,103)
Cash and cash equivalents at beginning of year			572,032		582,135
<b>Cash and cash equivalents at end of year</b>			1,147,751		572,032

**AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2021**

---

**1 Accounting policies**

**1.1 Company information**

Age UK Oldham Limited (A company limited by guarantee) is a private company limited by guarantee incorporated in England and Wales. The registered office is 10 Church Lane, Oldham, OL1 3AN.

**1.2 Accounting convention**

The financial statements have been prepared in accordance with the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

These financial statements consolidate the results of the charitable company and its wholly owned trading subsidiaries, Age UK Oldham Trading Limited, More Mobile Limited and George Street Chapel Limited. A separate Statement of Financial Activities (SOFA) is not presented because the charitable company has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

**1.3 Going concern**

On 11 March 2020, Covid-19 was designated a pandemic by the World Health Organisation (WHO). The directors continue to review the impact on the business, ensuring provisions are put in place to mitigate any risk to the company's ability to trade as a going concern. At the date of signing the financial statements, in the opinion of the directors, Covid-19 will not impact on the company's ability to trade as a going concern. Consequently, the company continues to adopt the going concern basis in preparing the financial statements.

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

**1.4 Charitable funds**

Unrestricted general funds - these are funds that can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds - these are unrestricted funds designated for particular purposes by the trustees within the objectives of the charity.

**AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

---

**1 Accounting policies**

**(Continued)**

Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanations of the nature and purpose of each fund are included in the notes to the financial statements.

**1.5 Incoming resources**

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

A grant that specifies performance conditions is recognised in income when the performance conditions are met. Where a grant does not specify performance conditions it is recognised in income when the proceeds are received or receivable. A grant received before the recognition criteria are satisfied is recognised as a liability.

Investment income, including associated income tax recoveries, is recognised when receivable.

**1.6 Resources expended**

Expenditure, which is charged on an accruals basis, is allocated between:

- expenditure incurred in generating funds;
- expenditure incurred directly in relation to charitable activities; and
- expenditure incurred in the governance of the Charity. This expenditure includes audit fees, certain legal and professional fees and a proportion of management costs considered to be involved in governance issues.

A designated fund is established for expenditure which has been committed to projects, but remains unspent at the year end.



**AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

---

**1 Accounting policies**

**(Continued)**

**1.7 Tangible fixed assets**

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Freehold property	2% on cost
Long leasehold property	over the period of the lease
Office & daycare equipment	20% - 33% on cost
Fixtures & fittings	20% on cost
Motor vehicles	25% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

**1.8 Fixed asset investments**

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

**1.9 Stocks**

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost comprises direct materials and, where applicable, direct labour costs and those overheads that have been incurred in bringing the stocks to their present location and condition. Items held for distribution at no or nominal consideration are measured the lower of replacement cost and cost.

Net realisable value is the estimated selling price less all estimated costs of completion and costs to be incurred in marketing, selling and distribution.

**1.10 Cash and cash equivalents**

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

**AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

---

**1 Accounting policies**

**(Continued)**

**1.11 Financial instruments**

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

**Basic financial assets**

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

**Basic financial liabilities**

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

**1.12 Employee benefits**

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received. Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

**1.13 Retirement benefits**

The charity operates a defined contribution pension scheme. Contributions are charged to the SOFA as they become payable in accordance with the rules of the scheme. These contributions are invested separately from those of the charity.

**1.14 Legal status of the charity**

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of a winding up is limited to £1.

**AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**1 Accounting policies**

**(Continued)**

**1.15 Support costs**

Support costs comprise service costs incurred centrally in support of the project work which are apportioned to activities in furtherance of the objects of the charity. Office costs and property related costs are apportioned on the proportion of floor area occupied by the activity. Indirect staff costs are allocated in the same proportion as directly attributable staff costs. Transport costs are apportioned according to the use of transport by the relevant department.

**2 Critical accounting estimates and judgements**

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

**3 Donations and legacies**

	2021	2020
	£	£
Donations and gifts	9,581	11,893
Coronavirus job retention scheme	302,501	-
	<u>312,082</u>	<u>11,893</u>

AGE UK OLDHAM LIMITED  
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

4 Charitable activities	Preventative services		Care services		Care view, advice & independence support		Promoting wellbeing & independence		Health & wellbeing development/ actions		Total 2021		Total 2020	
	£		£		£		£		£		£		£	
Sales within charitable activities	188,582		701,233		204,814		347,328		96,512		1,607,143		1,766,442	
Analysis by fund														
Unrestricted funds	148,709		189,405		50		26,763		160		377,452			
Restricted funds	39,873		511,828		204,764		320,565		96,352		1,229,691			
	188,582		701,233		204,814		347,328		96,512		1,607,143			
<b>For the year ended 31 March 2020</b>														
Unrestricted funds	309,764		120,876		405		37,913		10,514		26,175		505,647	
Restricted funds	41,432		491,868		217,437		289,172		88,345		132,541		1,260,795	
	351,196		612,744		217,842		327,085		98,859		158,716		1,766,442	

**AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**5 Activities for generating funds**

	Unrestricted funds	Restricted funds	Total 2021	Total 2020
	£	£	£	£
Shop income	395,617	-	395,617	773,798
Trading subsidiaries income	30,899	-	30,899	74,667
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>
Activities for generating funds	426,516	-	426,516	848,465
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>
<b>For the year ended 31 March 2020</b>	848,465	-		848,465
	<u>          </u>	<u>          </u>		<u>          </u>
	Unrestricted funds	Restricted funds	Total 2021	Total 2020
	£	£	£	£
Net loss on disposal of tangible fixed assets	5,912	-	5,912	-
Shop expenditure	587,777	-	587,777	630,764
Community cafe	56	-	56	2,044
Trading subsidiaries expenditure	30,899	-	30,899	72,544
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>
	624,644	-	624,644	705,352
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>
<b>For the year ended 31 March 2020</b>	705,352	-		705,352
	<u>          </u>	<u>          </u>		<u>          </u>

**AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**5 Activities for generating funds** **(Continued)**

**Subsidiaries income and expenses**

	Age UK Oldham Trading Ltd	George Street Chapel Ltd	More Mobile Ltd	Total 2021	Total 2020
	£	£	£	£	£
Turnover from commissions/sales	-	30,899	-	30,899	74,667
Bank plus other interest	-	-	-	-	-
Total income	-	30,899	-	30,899	74,667
Total expenditure	-	(30,899)	-	(30,899)	(72,544)
<b>Net income before gift aid</b>	-	-	-	-	2,123

The profits of Age UK Oldham Trading Limited, George Street Chapel Limited and More Mobile Limited are gift aided to the charity so there is no liability to corporation tax for those entities.

**6 Investments**

	2021	2020
	£	£
Income from listed investments	1,167	2,791
Interest receivable	858	1,107
	2,025	3,898

**7 Raising funds**

	2021	2020
	£	£
<u>Fundraising and publicity</u>		
Fundraising agents	216	726
	216	726

AGE UK OLDHAM LIMITED  
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

8 Charitable activities

	Preventative services	Care services	Care view, advice & independence support	Promoting independence	Health & wellbeing development/	Community development/ actions	Total 2021	Total 2020
	£	£	£	£	£	£	£	£
Administration & support costs	179,078	580,912	207,571	317,731	111,701	114,908	1,511,901	1,803,217
Share of governance costs (see note 9)	750	3,590	1,565	2,115	450	5,530	14,000	14,000
	179,828	584,502	209,136	319,846	112,151	120,438	1,525,901	1,817,217
<b>Analysis by fund</b>								
Unrestricted funds	139,955	71,012	1,565	36,967	1,055	53,536	304,090	
Restricted funds	39,873	513,490	207,571	282,879	111,096	66,902	1,221,811	
	179,828	584,502	209,136	319,846	112,151	120,438	1,525,901	
<b>For the year ended 31 March 2020</b>								
Unrestricted funds	205,021	4,305	-	64,366	4,366	35,028		313,086
Restricted funds	140,359	580,964	224,101	287,503	103,522	167,682		1,504,131
	345,380	585,269	224,101	351,869	107,888	202,710		1,817,217

**AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**9 Support costs**

	<b>Governance costs £</b>	<b>2021 £</b>	<b>2020 £</b>
Audit fees	14,000	14,000	14,000
	<u>14,000</u>	<u>14,000</u>	<u>14,000</u>
Analysed between Charitable activities	<u>14,000</u>	<u>14,000</u>	<u>14,000</u>

**10 Auditor's remuneration**

The analysis of auditor's remuneration is as follows:

<b>Fees payable to the charity's auditor and associates:</b>	<b>2021 £</b>	<b>2020 £</b>
Audit of the charity's annual accounts	14,000	14,000
	<u>14,000</u>	<u>14,000</u>

**11 Trustees**

None of the trustees (or any persons connected with them) received any remuneration or expenses during the year.



**AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**12 Employees**

**Number of employees**

The average monthly number of employees during the year was:

	2021 Number	2020 Number
Operational programmes	80	86
Management and administration	10	10
	<u>90</u>	<u>96</u>

**Employment costs**

	2021 £	2020 £
Wages and salaries	1,398,729	1,482,653
Social security costs	87,426	96,228
Other pension costs	44,355	45,903
	<u>1,530,510</u>	<u>1,624,784</u>

There were no employees whose annual remuneration was £60,000 or more.

**13 Pension Costs**

The company operates a company pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund.

On 1 June 2019, Age UK Oldham Limited commenced a service that had previously been carried out by MioCare (Made In Oldham Care) Group. To facilitate this service, four employees were transferred from MioCare Group to Age UK Oldham Limited under the Transfer of Undertakings (Protection of Employment) Regulations (TUPE).

Age UK Oldham Limited (the admission body) and the scheme employer, Oldham Metropolitan Borough Council have agreed that for these employees, the admission body is to be pooled with the scheme employer and will pay the contribution rate. On termination of the contract, all assets and liabilities will revert to the scheme employer who will make good any shortfall.

As Age UK Oldham Limited has no liability in respect of the above pension scheme other than the making of monthly pension contributions, it has therefore treated the pension contributions paid as if they were due to a defined contribution scheme.

The pension cost charge represents total contributions payable by the company to pension funds during the period amounting to £12,546 (2020: £9,306).

**AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**14 Net gains/(losses) on investments**

	2021	2020
	£	£
Revaluation of investments	33,937	(27,389)

**15 Tangible fixed assets**

<b>GROUP</b>	<b>Freehold property</b>	<b>Long leasehold property</b>	<b>Office &amp; daycare equipment</b>	<b>Fixtures &amp; fittings</b>	<b>Motor vehicles</b>	<b>Total</b>
	£	£	£	£	£	£
<b>Cost</b>						
At 1 April 2020	751,061	418,562	171,762	92,032	217,685	1,651,102
Additions	-	-	-	2,000	-	2,000
Disposals	-	-	-	(8,250)	-	(8,250)
At 31 March 2021	751,061	418,562	171,762	85,782	217,685	1,644,852
<b>Depreciation and impairment</b>						
At 1 April 2020	82,416	75,375	155,049	65,037	196,910	574,787
Depreciation charged in the year	13,698	8,371	5,608	13,569	16,111	57,357
Eliminated in respect of disposals	-	-	-	(2,337)	-	(2,337)
At 31 March 2021	96,114	83,746	160,657	76,269	213,021	629,807
<b>Carrying amount</b>						
At 31 March 2021	654,947	334,816	11,105	9,513	4,664	1,015,045
At 31 March 2020	668,645	343,187	16,713	26,995	20,775	1,076,315

**AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**15 Tangible fixed assets**

**(Continued)**

<b>COMPANY</b>	<b>Freehold property</b>	<b>Long leasehold property</b>	<b>Office &amp; daycare equipment</b>	<b>Fixtures &amp; fittings</b>	<b>Motor vehicles</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Cost</b>						
At 1 April 2020	751,061	418,562	171,762	92,032	217,685	1,651,102
Additions	-	-	-	2,000	-	2,000
Disposals	-	-	-	(8,250)	-	(8,250)
At 31 March 2021	751,061	418,562	171,762	85,782	217,685	1,644,852
<b>Depreciation and impairment</b>						
At 1 April 2020	82,416	75,375	155,049	65,037	196,910	574,787
Depreciation charged in the year	13,698	8,371	5,608	13,569	16,111	57,357
Eliminated in respect of disposals	-	-	-	(2,337)	-	(2,337)
At 31 March 2021	96,114	83,746	160,657	76,269	213,021	629,807
<b>Carrying amount</b>						
At 31 March 2021	654,947	334,816	11,105	9,513	4,664	1,015,045
At 31 March 2020	668,645	343,187	16,713	26,995	20,775	1,076,315

**AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**16 Fixed asset investments**

	Shares in subsidiaries £	UK quoted investments £	Total £
<b>Cost or valuation</b>			
At 1 April 2020	5	256,818	256,823
Valuation changes	-	33,937	33,937
At 31 March 2021	5	290,755	290,760
<b>Fair value</b>			
At 31 March 2021	5	290,755	290,760
At 31 March 2020	5	256,818	256,823

The Trustees seek professional advice with respect to its investment policy ensuring the portfolio of investments have a risk profile consistent with that considered appropriate by the Trustees.

The Charity has three subsidiaries, Age UK Oldham Trading Limited, More Mobile Limited and George Street Chapel Limited, whose country of registration, incorporation and operation is England. Age UK Oldham Trading Limited and More Mobile Limited are no longer trading and have started the formal liquidation process. The principal activity of George Street Chapel Limited is a venue for functions and an educational resource for school groups and members of the public respectively.

<b>17 Stocks</b>	<b>2021 Group £</b>	<b>2020 Group £</b>	<b>2021 Company £</b>	<b>2020 Company £</b>
Finished goods and goods for resale	2,500	3,500	2,500	2,500
	2,500	3,500	2,500	2,500

**AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**18 Debtors**

	<b>2021</b>	<b>2020</b>	<b>2021</b>	<b>2020</b>
	<b>Group</b>	<b>Group</b>	<b>Company</b>	<b>Company</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Amounts falling due within one year:</b>				
Trade debtors	68,140	196,218	64,258	186,014
Amounts due from subsidiary undertakings	-	-	75,872	33,415
Prepayments and accrued income	79,440	160,272	77,096	157,839
	<u>147,580</u>	<u>356,490</u>	<u>217,226</u>	<u>377,268</u>

**19 Cash at bank and in hand**

	<b>2021</b>	<b>2020</b>	<b>2021</b>	<b>2020</b>
	<b>Group</b>	<b>Group</b>	<b>Company</b>	<b>Company</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Short term deposits	168,604	74,576	168,604	74,576
Cash and bank balances	979,147	497,456	888,475	471,154
	<u>1,147,751</u>	<u>572,032</u>	<u>1,057,079</u>	<u>545,730</u>

**20 Creditors: amounts falling due within one year**

	<b>2021</b>	<b>2020</b>	<b>2021</b>	<b>2020</b>
	<b>Group</b>	<b>Group</b>	<b>Company</b>	<b>Company</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Other taxation and social security	37,928	37,830	37,928	37,780
Trade creditors	63,596	62,149	63,348	60,420
Other creditors	12,179	14,344	7,897	11,844
Accruals and deferred income	103,544	74,578	87,053	72,338
	<u>217,247</u>	<u>188,901</u>	<u>196,226</u>	<u>182,382</u>

**AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**21 Restricted funds**

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	<b>Movement in funds</b>				
	<b>Balance at 1 April 2020</b>	<b>Incoming resources</b>	<b>Resources expended</b>	<b>Transfers between funds</b>	<b>Balance at 31 March 2021</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Veterans should not be forgotten	-	20,000	(20,000)	-	-
Daycare	-	369,265	(369,265)	-	-
Lunch clubs	-	122,564	(124,226)	1,662	-
Life story	-	22,439	(25,963)	3,524	-
Winter pressure	-	33,870	(33,870)	-	-
Ambition for Ageing	27,810	-	(6,447)	-	21,363
Falls programme	-	85,552	(93,257)	7,705	-
Talking about my generation	5,040	-	(5,040)	-	-
Nutrition & hydration	1,981	10,800	(12,799)	18	-
Choosing the right care	-	31,154	(32,911)	1,757	-
Dementia care & support	-	59,737	(59,737)	-	-
Forum for age	1,050	-	(1,050)	-	-
Community development	361	-	(361)	-	-
Out & about	261	-	(261)	-	-
Information & advice	-	21,450	(21,450)	-	-
Care home reviews	-	92,423	(92,423)	-	-
PIP project	-	230,691	(230,691)	-	-
HandyVan / EON	-	39,873	(39,873)	-	-
Shopping services	-	37,500	(37,500)	-	-
Men in sheds	10,000	52,373	(14,687)	-	47,686
	<u>46,503</u>	<u>1,229,691</u>	<u>(1,221,811)</u>	<u>14,666</u>	<u>69,048</u>

**AGE UK OLDHAM LIMITED**  
**(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

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**21 Restricted funds**

**(Continued)**

**The restricted funds are for particular projects specified by the donor as follows:**

Veterans should not be forgotten - funding received from the Armed Forces Covenant Fund Trust to contribute to the direct costs of emergency services to veterans already in receipt of our services throughout the current pandemic

Day care - funding from Oldham Social Services regarding a contracted service with OMBC to provide 130 places per week at two day care centres with meals, activities and personal care for older dependent (assessed as having substantial and critical needs by social workers) people, also giving respite care to carers.

Lunch clubs - funding from Oldham Adult Social Care to provide a three course home cooked meal and supported activities at eight locations.

Life story - funding from CCG. Recruiting and training volunteers to produce life-story books for care home residents, the majority of whom are experiencing dementia.

Winter pressure - funding received via Age UK from NHS England to provide additional capacity in our existing services to support older people throughout the winter period from November 2020 to March 2021.

Ambition for ageing - Lottery funded project delivered in partnership with Action Together (a local voluntary sector organisation). It is aimed at three wards in Oldham working to increase community involvement and resilience.

Falls programme - funding from CCG (Clinical Commissioning Group). Exercise classes specially tailored to improve the mobility of older people who have experienced falls or are at risk of falling - includes transport. Referrals are exclusively via the Fall Team.

Talking about my generation - this project is trying to challenge stereotypes about aging by producing a media campaign led by people aged 50+.

Nutrition & hydration - this project aims to reduce dehydration & malnutrition among people aged over 65 by finding those at risk and encouraging them to eat and drink well.

Choosing the Right care - funded on contract by Oldham Local Authority, this is an independent information and practical support service to help older people and their carers to find the right care and support and where possible to stay living independently in their own home for as long as is possible.

Dementia care & support - funded by OMBC & the CCG provides information and support on all aspects of dementia care. It provides specialist dementia carers assessments using Local Authority protocols & frameworks. This fund heading includes Choosing the right care which is information and support to help older people and their carers to find suitable care options and access services and is funded by OMBC. Choosing the right care provides information on costs, facilities, inspection reports and bed availability. Some short term funding from Eon is also received to carry out benefit checks.

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**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

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**21 Restricted funds**

**(Continued)**

Forum for age - forum for people aged 50 and over living in the Oldham borough whose activities include events, training, consultation, engagement & campaigns. Funded this year by Age UK.

Community development - funded by Age UK National to provide social and community activities for the benefit of older people.

Out & about - this is a programme for the OLGBT community to offer peer support and reduce isolation and loneliness. It has received funding from the Tony Lloyd Foundation.

Information and Advice - this service provides free, independent information & advice for people over 50 and their carers, covering general advice, local community services, money & age related benefits. It is funded by Age UK Oldham.

Care home reviews - commissioned by Oldham Adult Social Care to provide the Annual Monitoring and Review Service to ensure the quality of care received by people living in care homes.

PIP project - funded by Pennine Care Foundation NHS Trust. Age UK staff are allied to GP clusters to provide emotional and practical support to older people with long term health conditions aiming to reduce non elective hospital admissions and reduce isolation and loneliness which can lead to poor health and result in increased medical appointments.

HandyVan/EON - is funded by Eon and is where over 120 bags containing energy efficient measures including light bulbs, fleece blankets, thermal gloves, mugs, cuppa soups were supplied to older people in need. Additional electric blankets were purchased for people identified as living in cold homes through Eon energy assessments.

Shopping services - to deliver shopping to housebound and vulnerable older people who cannot shop for themselves. Working closely with other social services, care agencies and families to monitor areas of concern.

Men in sheds - a fully equipped workshop project to reduce isolation in older men and create a sense of belonging to improve general health and wellbeing. Refurbishing furniture and making bespoke items whilst being able to access information on finance, health and other services. This is funded by OMBC.

**The transfers between funds relate to the following:**

The transfers from restricted to unrestricted funds represents the level of unexpended resources that Age UK Oldham Limited is permitted to retain under the agreement with the donor.

The transfers from unrestricted to restricted funds are made where the restricted funds are in deficit and there is no likelihood of this being covered by future income.



**AGE UK OLDHAM LIMITED**  
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**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**22 Designated funds**

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2020	Surplus for year	Movement in funds Transfer to restricted funds	Transfers between funds	Balance at 31 March 2021
	£	£	£	£	£
Unrestricted funds	1,350,193	302,249	(14,665)	37,916	1,675,693
Designated funds	679,559	-	-	(37,916)	641,643
	<u>2,029,752</u>	<u>302,249</u>	<u>(14,665)</u>	<u>-</u>	<u>2,317,336</u>

The designated funds represent unrestricted funds designated by the trustees 1) to cover the future cost of lease commitments and 2) in support of estimated potential closure and redundancy costs.

**23 Analysis of net assets between funds**

	Unrestricted funds 2021 £	Designated funds 2021 £	Restricted funds 2021 £	Total 2021 £	Total 2020 £
Fund balances at 31 March 2021 are represented by:					
Tangible assets	1,015,045	-	-	1,015,045	1,076,315
Investments	290,756	-	-	290,756	256,818
Current assets/(liabilities)	369,892	641,643	69,048	1,080,583	743,121
	<u>1,675,693</u>	<u>641,643</u>	<u>69,048</u>	<u>2,386,384</u>	<u>2,076,254</u>

**AGE UK OLDHAM LIMITED**  
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**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**24 Operating lease commitments**

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2021 £	2020 £
Within one year	27,046	27,227
Between two and five years	111,214	97,484
In over five years	-	88,976
	<u>138,260</u>	<u>213,687</u>

**25 Related party transactions**

**Remuneration of key management personnel**

The remuneration of key management personnel, which comprises of, the chief executive and six senior managers, is:

	2021 £	2020 £
Aggregate compensation	<u>225,702</u>	<u>249,883</u>

During the year the Charity used the services of North Ainley, a supplier of legal service in which Mrs Z Ashton is one of the partners. Purchases from the company amounted to £nil (2020: £376) for the year and the amount outstanding at the year end was £nil (2020: £nil).

During the year the Charity used the services of Thomson Associates, a Chartered Surveying Company, in which John Thomson is one of the partners. Purchases from the company amounted to £nil (2020: £nil) for the year and the amount outstanding at the year end was £nil (2020: £nil).

At the year end the Charity owed £2 (2020: £2) representing share capital from Age UK Oldham Trading Limited, a 100% owned subsidiary.

At the year end the Charity owed £1 (2020: £1) representing share capital from More Mobile Limited, a 100% owned subsidiary.

For the year ended 31 March 2021 gift aid of £nil (2020: £2,123) was payable by George Street Chapel Limited, a 100% owned subsidiary. and at the year end the Company owed the Charity £75,875 (2020: £33,418).

**AGE UK OLDHAM LIMITED**  
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**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**26 Subsidiaries**

Details of the charity's subsidiaries at 31 March 2021 are as follows:

Name of undertaking and country of incorporation or residency	Nature of business	Shares held	
		Class	%
Age UK Oldham Trading Limited	England Liquidation	Ordinary	100.00
George Street Chapel Limited	England Events & tours	Ordinary	100.00
More Mobile Limited	England Liquidation	Ordinary	100.00

The aggregate capital and reserves and the result for the year of subsidiaries excluded from consolidation was as follows:

Name of undertaking	Profit/ (Loss)	Capital and Reserves
	£	£
Age UK Oldham Trading Limited	-	2
George Street Chapel Limited	-	2
More Mobile Limited	-	1

During the previous year More Mobile and Age UK Oldham Trading Limited started the formal liquidation process. As at the balance sheet date this process is ongoing.

**27 Cash generated from operations**

	2021 £	2020 £
Surplus for the year	310,129	91,959
Adjustments for:		
Investment income recognised in profit or loss	(2,025)	(3,898)
Loss on disposal of tangible fixed assets	5,913	-
Fair value gains and losses on investments	(33,937)	27,389
Depreciation and impairment of tangible fixed assets	57,357	61,227
Movements in working capital:		
Decrease in stocks	1,000	1,434
Decrease/(increase) in debtors	208,911	(182,393)
Increase in creditors	28,346	9,064
<b>Cash generated from operations</b>	<b>575,694</b>	<b>4,782</b>